GSA | FEDSIM

TASK ORDER REQUEST (TOR)

GSC-QF0B-17-33115

Database and Middleware Services (DMS)

in support of:

General Services Administration
Office of the Chief Information Officer
(GSA IT)

Issued to:
all contractors under the GSA Alliant Small Business
Governmentwide Acquisition Contract (GWAC)
Multiple Award Contracts

Conducted under Federal Acquisition Regulation (FAR) 16.505

Issued by:
The Federal Systems Integration and Management Center (FEDSIM)
1800 F Street, NW (QF0B)
Washington, D.C. 20405

TOR Release Date: September 25, 2017
Amendment #1: October 18, 2017

FEDSIM Project Number GS00865

B.1 GENERAL

The work shall be performed in accordance with all Sections of this Task Order (TO) and the contractor's Basic Contract, under which the resulting TO will be placed. An acronym listing to support this Task Order Request (TOR) is included in Section J, Attachment B.

B.2 CONTRACT ACCESS FEE (CAF)

The General Services Administration's (GSA) operating costs associated with the management and administration of this contract are recovered through a CAF. In accordance with the Alliant base contract, the CAF shall be 0.75 percent of the total TO value with a cap of $100,000 per year per order (when order is in excess of $13.3M per order year). This TO shall have a separate Contract Line Item Number (CLIN) to cover this access fee, and this CAF shall be obligated at TO Award (TOA).

B.3 ORDER TYPES

The contractor shall perform the effort required by this TO on a Firm-Fixed-Price (FFP) basis for mandatory CLINs 0001, 1001, 2001, 3001, 4001, and 5001; Cost-Plus-Award-Fee (CPAF) basis for mandatory CLINs 0002, 1002, 2002, 3002, 4002, and 5002; Cost Reimbursable (CR) (Not to Exceed (NTE)) basis for mandatory CLINs 0003, 1003, 2003, 3003, 4003, 5003, 0004, 1004, 2004, 3004, 4004, 5004, 0005, 1005, 2005, 3005, 4005, and 5005; and a NTE basis for CLINs 0006, 1006, 2006, 3006, 4006, and 5006. The work shall be performed in accordance with all Sections of this TO and the offeror's Basic Contract, under which the resulting TO will be placed.

B.4 SERVICES AND PRICES/COSTS

Long-distance travel is defined as travel over 50 miles from Washington, DC. Local travel will not be reimbursed.

The following abbreviations are used in this price schedule:

CLIN	Contract Line Item Number
CPAF	Cost-Plus-Award-Fee
FFP	Firm-Fixed-Price
NTE	Not-to-Exceed
ODC	Other Direct Cost
QTY	Quantity

B.4.1 BASE PERIOD:

MANDATORY LABOR CLIN

CLIN	Description	QTY	Unit	Total FFP
0001	Program Management (Task 1)	10	Month	$

MANDATORY LABOR CLIN

CLIN	Description	Cost	Award Fee	Total CPAF
0002	Labor (Tasks 2-5)	$	$	$

COST REIMBURSEMENT TRAVEL, TOOLS, and ODC CLINs

CLIN	Description		Total NTE Price
0003	Long-Distance Travel Including Indirect Handling Rate _____%	NTE	$ 10,000
0004	Tools Including Indirect Handling Rate _____%	NTE	$ 850,000
0005	ODCs Including Indirect Handling Rate _____%	NTE	$ 10,000

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
0006	Contract Access Fee	NTE	$100,000

TOTAL CEILING BASE PERIOD CLINs: **$_____**

B.4.2 FIRST OPTION PERIOD:

MANDATORY LABOR CLIN

CLIN	Description	QTY	Unit	Total FFP
1001	Program Management (Task 1)	12	Month	$

MANDATORY LABOR CLIN

Only award fee may be proposed; base fee shall not be proposed.

CLIN	Description	Cost	Award Fee	Total CPAF
1002	Labor (Tasks 2-5)	$	$	$

COST REIMBURSEMENT TRAVEL, TOOLS, and ODC CLINs

CLIN	Description		Total NTE Price
1003	Long-Distance Travel Including Indirect Handling Rate _____%	NTE	$ 10,000
1004	Tools Including Indirect Handling Rate _____%	NTE	$ 850,000
1005	ODCs Including Indirect Handling Rate _____%	NTE	$ 10,000

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
1006	Contract Access Fee	NTE	$100,000

TOTAL CEILING FIRST OPTION PERIOD CLINs: **$_____**

B.4.3 SECOND OPTION PERIOD:

MANDATORY LABOR CLIN

CLIN	Description	QTY	Unit	Total FFP
2001	Program Management (Task 1)	12	Month	$

MANDATORY LABOR CLIN

Only award fee may be proposed; base fee shall not be proposed.

CLIN	Description	Cost	Award Fee	Total CPAF
2002	Labor (Tasks 2-5)	$	$	$

COST REIMBURSEMENT TRAVEL, TOOLS, and ODC CLINs

CLIN	Description		Total NTE Price
2003	Long-Distance Travel Including Indirect Handling Rate _____%	NTE	$ 10,000
2004	Tools Including Indirect Handling Rate _____%	NTE	$ 850,000
2005	ODCs Including Indirect Handling Rate _____%	NTE	$ 10,000

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
2006	Contract Access Fee	NTE	$100,000

TOTAL CEILING SECOND OPTION PERIOD CLINs: **$_____**

B.4.4 THIRD OPTION PERIOD:

MANDATORY LABOR CLIN

CLIN	Description	QTY	Unit	Total FFP
3001	Program Management (Task 1)	12	Month	$

MANDATORY LABOR CLIN

Only award fee may be proposed; base fee shall not be proposed.

CLIN	Description	Cost	Award Fee	Total CPAF
3002	Labor (Tasks 2-5)	$	$	$

COST REIMBURSEMENT TRAVEL, TOOLS, and ODC CLINs

CLIN	Description		Total NTE Price
3003	Long-Distance Travel Including Indirect Handling Rate _____%	NTE	$ 10,000
3004	Tools Including Indirect Handling Rate _____%	NTE	$ 850,000
3005	ODCs Including Indirect Handling Rate _____%	NTE	$ 10,000

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
3006	Contract Access Fee	NTE	$100,000

TOTAL CEILING THIRD OPTION PERIOD CLINs: $_____

B.4.5   FOURTH OPTION PERIOD:

MANDATORY LABOR CLIN

CLIN	Description	QTY	Unit	Total FFP
4001	Program Management (Task 1)	12	Month	$

MANDATORY LABOR CLIN

Only award fee may be proposed; base fee shall not be proposed.

CLIN	Description	Cost	Award Fee	Total CPAF
4002	Labor (Tasks 2-5)	$	$	$

COST REIMBURSEMENT TRAVEL, TOOLS, and ODC CLINs

CLIN	Description		Total NTE Price
4003	Long-Distance Travel Including Indirect Handling Rate _____%	NTE	$ 10,000
4004	Tools Including Indirect Handling Rate _____%	NTE	$ 850,000
4005	ODCs Including Indirect Handling Rate _____%	NTE	$ 10,000

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
4006	Contract Access Fee	NTE	$100,000

TOTAL CEILING FOURTH OPTION PERIOD CLINs: **$_____**

B.4.6 FIFTH OPTION PERIOD:

MANDATORY LABOR CLIN

CLIN	Description	QTY	Unit	Total FFP
5001	Program Management (Task 1)	12	Month	$

MANDATORY LABOR CLIN

Only award fee may be proposed; base fee shall not be proposed.

CLIN	Description	Cost	Award Fee	Total CPAF
5002	Labor (Tasks 2-5)	$	$	$

COST REIMBURSEMENT TRAVEL, TOOLS, and ODC CLINs

CLIN	Description		Total NTE Price
5003	Long-Distance Travel Including Indirect Handling Rate _____%	NTE	$ 10,000
5004	Tools Including Indirect Handling Rate _____%	NTE	$ 850,000
5005	ODCs Including Indirect Handling Rate _____%	NTE	$ 10,000

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
5006	Contract Access Fee	NTE	$100,000

TOTAL CEILING FIFTH OPTION PERIOD CLINs: **$_____**

GRAND TOTAL CEILING ALL CLINs: **$_____**

B.5 SECTION B TABLES

B.5.1 INDIRECT/MATERIAL HANDLING RATE

Long-Distance Travel, Tools, and ODC costs incurred may be burdened with the contractor's indirect/material handling rate in accordance with the contractor's disclosed practices, provided that the basic contract does not prohibit the application of indirect rate(s) on these costs.

    a. If no indirect/material handling rate is allowable in accordance with the contractor's disclosed practices, no indirect/material handling rate shall be applied to or reimbursed on these costs.

    b. If no rate is specified in the schedule of prices above, no indirect rate shall be applied to or reimbursed on these costs.

The indirect handling rate over the term of the TO shall not exceed the rate specified in the schedule of prices above.

B.5.2 DIRECT LABOR RATES

Labor categories proposed shall be mapped to existing Alliant Small Business labor categories.

B.6 INCREMENTAL FUNDING

B.6.1 INCREMENTAL FUNDING LIMITATION OF GOVERNMENT'S OBLIGATION

Incremental funding in the amount of $XXX,XXX,XXX for CLINs X002 through X006 is currently allotted and available for payment by the Government. Additional incremental funding for these CLINs may be allotted and available for payment by the Government as the funds become available. The estimated period of performance covered by the allotments for the mandatory CLINs is from award through _____, unless otherwise noted in Section B. The TO may be modified to add funds incrementally up to the maximum of $***,***,*** over the performance period of this TO. These allotments constitute the estimated cost for the purpose of Federal Acquisition Regulation (FAR) Clause 52.232-22, Limitation of Funds, which applies to this TO on a CLIN-by-CLIN basis.

Incremental Funding Chart for CPAF

See Section J, Attachment Q - Incremental Funding Chart (Excel Spreadsheet).

B.6 AWARD FEE PLANNED VALUE/RESULTS REPORTING TABLE

The Award Fee Determination Plan (AFDP) establishes award fee. See Section J, Attachment C – Award Fee Determination Plan (Word document).

C.1 BACKGROUND

General Services Administration's Office of the Chief Information Office (GSA IT) is responsible for the management of a secure Information Technology (IT) infrastructure, and ensures this infrastructure provides GSA with the IT solutions which ensure mission success across GSA.

The GSA IT Database and Middleware Services (DMS) supports most GSA applications. This support extends to approximately 1350 Oracle, Sybase, Microsoft Structured Query Language (MS SQL), and MySQL databases; as well as 365 middleware instances consisting of JBoss, Apache, and ColdFusion application server software. DMS patches, upgrades, and maintains enterprise databases, monitors database performance, and manages Information Technology Infrastructure Library (ITIL) processes supporting capacity and configuration management.

C.1.1 PURPOSE

GSA IT requires IT services to manage, support, and modernize its database and application middleware server infrastructure. GSA IT intends to take advantage of new technologies and industry best practices to better leverage database infrastructure support services such as an ITIL management framework across IT services.

This TO will allow the DMS group to keep pace with advancements in the IT industry, maintain the steady state of the database infrastructure, and position DMS to take on additional work as part of the Federal Government restructuring.

C.1.2 AGENCY MISSION

GSA IT provides enterprise-wide IT service delivery and management to its large, diverse, and mobile customer base worldwide. GSA IT focuses on delivering innovative, mobile-ready, and collaborative solutions for its users and strives to be the technology leader in agility, efficiency, mobility, and productivity. GSA IT provides:

a. Enterprise-wide IT infrastructure services.
b. IT portfolio management support (capital planning and investment control).
c. IT security programs and security management support.
d. Enterprise architecture to support and link GSA business needs to IT systems and services.
e. Enterprise applications support for email, collaboration, and identity management.

The following GSA IT principles guide the overall operations for the unified organization:

a. Service-delivery mindset: GSA IT delivers high-quality and reliable IT services to its customers.
b. Adaptable organization: GSA IT quickly and effectively responds to business priorities.
c. Technology mastery: GSA IT has the business and IT skills to apply the right technologies to solve business challenges in the most cost-effective manner.
d. Governance and data-driven decisions: GSA IT makes data-driven decisions using an enterprise governance framework.

    e.   Standardization and continuous improvement: GSA IT implements mature processes and standards that are maintained through feedback mechanisms.

    f.   People-centric focus: GSA IT invests in its people.

C.2 SCOPE

The contractor shall perform administration, enhancement, maintenance, and managements services, and program management for the current and future database and middleware environment. The contractor shall also provide support for modernizing and improving the efficiency of the database and middleware environment.

GSA IT operates 24 hours per day, seven days per week. The contractor shall provide support eight hours per day, covering the core business hours between 9:00am and 3:00pm Eastern Time, Monday through Friday; and on-call support during non-business hours to assist in the operation and maintenance of GSA designated databases, database and application servers, and supported third-party products. This support shall be located within the continental United States.

C.3 CURRENT INFORMATION TECHNOLOGY (IT)/NETWORK ENVIRONMENT

GSA IT has implemented four main database server environments (i.e., Production, and Continuity of Operations (COOP), Test, and Development), various programming languages, and third party products to meet GSA requirements. Additional environments such as pre-production (staging) may emerge in the future.

C.3.1 DATABASE ENVIRONMENTS

The following is a breakout of the servers and databases supported by DMS

    a.   Sybase – 26 servers hosting 650+ databases
    b.   Oracle – 38 servers hosting 80+ databases
    c.   MS SQL – 65 servers hosting 600+ databases
    d.   MySQL – 6 servers hosting 20+ databases

C.3.1.1 SYBASE ENVIRONMENT

GSA has implemented the following Sybase products:

    a.   Sybase Adaptive Server Enterprise (ASE) is a high-performance relational database management system for mission-critical, data-intensive environments. It ensures highest operational efficiency and throughput on a broad range of platforms.

    b.   Sybase Replication Server provides transactional database replication between ASE server instances and guarantees zero operational downtime of the database.

    c.   Sybase IQ is a data warehouse system used by GSA. The data warehouse system is leveraged by the GSA Business Intelligence team to run ad hoc and canned reports against the GSA Enterprise Data Mart. The application used for this function is Business Objects. Extract Transform and Load (ETL) tools are used to load data into Sybase IQ. Support for the Business Objects Commercial off-the-shelf (COTS) package and ancillary components is not within the scope of this TO. Sybase Open Client is a versatile

programming interface allowing transparent access to any data source, information application, or system service.

   d. Sybase Database, Replication, and Application.

   e. GSA has one application known as FSS On-line, which runs in PowerBuilder. Migration away from PowerBuilder during the TO period of performance is expected. DMS only supports the licensing of the PowerBuilder product.

C.3.1.2 ORACLE ENVIRONMENT

GSA has implemented the following Oracle products in support of mission-critical applications and COTS software:

   a. Oracle Enterprise Manager (OEM)/Grid Control is Oracle's single, integrated solution for managing all aspects of the Oracle database and the applications running on it.

   b. Oracle Data Guard ensures high availability, data protection, and disaster recovery for enterprise data. Data Guard ensures that standby databases are transactionally consistent copies of the production database. GSA leverages Data Guard for its Production environment to replicate transactions from its primary database to the secondary database.

   c. GSA leverages Oracle SQL Developer to allow developers to browse database objects, run SQL statements and SQL scripts, edit and debug PL/SQL statements, manipulate and export data, and view and create reports.

   d. Oracle Recovery manager (RMAN) is a platform independent utility for coordinating backups and restore procedures across multiple GSA servers. GSA uses RMAN to perform incremental and full database backups.

C.3.1.3 MS SQL ENVIRONMENT

GSA has implemented the following MS SQL Server products to support certain individual and departmental applications:

   a. SQL Server Management Studio is the primary administrative tool for SQL Server and provides a Microsoft Management Console (MMC)-compliant user interface that allows users to:

      1. Define groups of SQL Server instances.

      2. Register individual servers in a group.

      3. Configure all SQL Server options for each registered serve.

      4. Create and administer all SQL Server databases, objects, logins, users, and permissions in each registered server.

      5. Define and execute all SQL Server administrative tasks on each registered server.

      6. Design and test SQL statements, batches, and scripts interactively by invoking SQL Query Analyzer.

      7. Invoke the various wizards defined for SQL Server.

   b. GSA uses MS SQL database mirroring to transfer transaction log records directly from one server to another. This enables GSA to quickly failover to the standby server.

C.3.1.4 MySQL ENVIRONMENTS

GSA is placing a greater emphasis on open source database solutions due to higher availability and ease of replication. With this in mind, GSA has implemented, and is continuing to expand, its MySQL Server Services Support model to move beyond the current individual and departmental applications, with a goal to transition to a MySQL Enterprise solution. GSA has implemented MySQL Workbench which provides Database Administrators (DBAs) and developers an integrated tools environment for:

    a. Database Design and Modeling

    b. SQL Development

    c. Support SnapManager for MySQL database snapshot

    d. Database Administration

C.3.1.5 OTHER DATABASE ENVIRONMENTS

GSA supports a small group of other databases such as PostgreSQL, AWS RDS, Aurora, Dynomo, TitanDB, MongoDB, Redshift, MariaDB, Paradox, Microsoft Access, and Percona.

C.3.1.6 SERVER ENVIRONMENTS

GSA databases, database servers, and application servers are hosted on servers located in GSA facilities or at GSA-managed external data center facilities. GSA production databases are hosted in Stennis, Mississippi (MS), Research Triangle Park, North Carolina (NC), and Fort Worth, Texas (TX).

Databases supporting major applications (i.e., GSA Advantage, Enterprise Content Management System (ECMS), etc.) are architected to operate in separate zones and are not shared with other applications. Production databases are replicated from the primary site (Stennis, MS) to the COOP site (Research Triangle Park, NC) using Sybase Replication server and RecoverPoint Appliance (RPA). GSA databases are architected using a "warm standby" configuration. The GSA data warehouse, which leverages Sybase IQ, is replicated at the block level.

The GSA Oracle infrastructure is replicated using Oracle DataGuard, which replicates from the primary site to the secondary (COOP) site, and Oracle GoldenGate replicates from the primary site to the Linux site. In some cases, GSA uses block-level replication for some databases. The EMC RecoverPoint Appliance is used for block-level replication.

GSA has implemented three types of operating systems to support GSA applications and databases:

    a. Unix servers M8000 and M5000, operating under Solaris 10 – Sybase ASE, Oracle, Sybase IQ

        1. The major application using Sybase is GSA Advantage. Other applications within GSA also leverage the Sybase database. ~~All new applications are being written to use Oracle. Sybase is primarily used for legacy applications.~~

        2. Sybase IQ is used by primarily by GSA Business Intelligence tools, in particular, Business Objects, and some GSA Advantage applications.

3. GSA leverages Oracle for Enterprise Acquisition System (EAS), ECMS (Document Digitization System).

b. Windows servers
1. GSA runs Business Objects, VisualCron, Connect Direct, and other technologies on Windows.

c. Linux servers – Sybase, MySQL, Postgres, Oracle databases, and monitoring tools.
1. Eoffer Esign databases run on a Linux platform.

d. Web Servers such as Apache HTTPD and Windows IIS to delivery web tier offerings for content and application sites.

C.3.2   MIDDLEWARE ENVIRONMENTS

C.3.2.1   RED HAT JBOSS PRODUCTS

GSA has implemented the following Red Hat JBoss products:

a. JBoss Enterprise Application Platform (EAP) is a Java EE-based application server runtime platform used for building, deploying, and hosting highly-transactional Java applications and services. GSA actively has EAP 5.x and 6.x versions deployed.

b. JBoss Service-Oriented Architecture Platform (SOA-P) is Java EE-based SOA software. The JBoss SOA-P enables enterprises to integrate services, handle business events, automate business processes, and link IT resources, data, services, and applications. GSA has multiple instances of SOA-P 5.3.x deployed.

c. JBoss Fuse is an open source, lightweight, and modular integration platform with a new-style Enterprise Service Bus (ESB) that supports integration beyond the data center. The capability to connect all enterprise assets and the ability to deploy JBoss Fuse in several different configurations advances intelligent integration to all facets of business. GSA is currently migrating from SOA-P to Fuse.

C.3.2.2   ORACLE FUSION MIDDLEWARE

GSA has implemented the following Oracle Fusion Middleware products.

a. Oracle Weblogic Server is a Java EE application server runtime for building and deploying enterprise applications. GSA currently has WebLogic 11g and 12c deployed.

b. Oracle Forms and Reports are a Java container based runtime that allows for applications and reports to be developed on top of Oracle databases. They deliver client-server level functionality in a web app.

c. Oracle Rest Data Services (ORDS) provides easily deployed restful interfaces for oracle databases.

d. Oracle HTTP Server is a web server based on the Apache HTTP Server, created by the Oracle Technology Network. The web server is based on Apache version 2.2. It is a Web Tier component of the Oracle Fusion Middleware suite and sits in front of Weblogic in the GSA deployment.

C.3.2.3 WEB / APPLICATION SERVER TECHNOLOGIES

GSA has implemented the following additional Middleware web and application server products.

    a. Apache Tomcat
    b. Adobe ColdFusion
    c. Microsoft IIS
    d. Apache HTTPD
    e. NGINX

C.3.2.4 CONTENT MANAGEMENT SYSTEM TECHNOLOGIES

GSA has implemented the following additional Content Management System products:

    a. Drupal is an open source content management system developed in PHP. GSA has deployed Drupal for hosting a few websites that are content only for its applications.
    b. Wordpress is a free, open source content management system (CMS) based on PHP. GSA has deployed several websites for hosting that are content only for its customer portals.

C.3.2.5 FILE TRANSFER TECHNOLOGIES / BATCH AUTOMATION AND WORKLOAD SCHEDULING

GSA has implemented the following additional file transfer technologies:

    a. IBM Sterling Connect Direct for Windows manages file transfers and integrations with tools to support business needs.
    b. OpenSSH Client / Server (scp, sftp, ssh) provides support for managing the file transfer ecosystem by provision accounts, establishing new interfaces, and providing automation support to file transfer initiatives.
    c. VisualCron provides support for multiple VisualCron environments including the job deployment life cycle.

C.3.2.6 BUSINESS INTELLIGENCE TOOLS

GSA has implemented the following SAP Business Objects for Business Intelligence tools:

    a. SAP Business Objects - GSA currently has a small Business Objects implementation managed by DMS effort.
    b. GSA is investigating other Business Intelligence tools that may emerge in the future and require support such as:
        1. Microstrategies
        2. Pentaho
        3. Tableau

C.4 OBJECTIVE

The objectives of this TO are to:

a. Consolidate and optimize the current GSA database and middleware infrastructure to achieve economies of scale and management efficiencies.

b. Optimize monitoring to enhance support of the database and middleware systems.

c. Introduce new tools to automate the current database and middleware management process, in order to improve availability and troubleshooting ability.

d. Conduct comparative benchmarks of IT performance.

e. Ensure flexibility to respond to emerging technologies.

f. Understand the impact of technological advances on future organizational activities and outcomes.

g. Acquire, implement, and manage technology to meet current and future business requirements.

h. Increase the return on technology investments.

i. Ensure database and middleware components are secured, patched, and not vulnerable to security attacks.

j. Ensure managed platforms are in compliance with GSA Security hardening and Federal Information Security Management Act (FISMA) controls.

k. Maintain database and middleware platforms to ensure product life cycle support is maintained unless otherwise directed by the Government.

l. Leverage critically needed database and middleware skills by encouraging knowledge transfer and cross training across platform management products, applications, and procedures.

m. Perform the task of database migration and conversation to different platforms.

n. Replicate database between different platforms.

o. Perform tasks relating to disaster recovery and contingency planning.

C.5 TASKS

C.5.1 TASK 1 – PROVIDE PROGRAM MANAGEMENT

The contractor shall provide program management support under this TO. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this Performance Work Statement (PWS). The contractor shall identify a Program Manager (PM) by name who shall provide management, direction, administration, quality assurance, and leadership of the execution of this TO.

C.5.1.1 SUBTASK 1 – COORDINATE A PROJECT KICK-OFF MEETING

The contractor shall schedule, coordinate, and host a Project Kick-Off Meeting at the location approved by the Government (Section F, Deliverable 1.1). The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the TO. The meeting will provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include Key contractor Personnel, representatives from the directorates, other relevant Government personnel, and the FEDSIM Contracting Officer's Representative (COR).

At least three days prior to the Kick-Off Meeting, the contractor shall provide a Kick-Off Meeting Agenda (Section F, Deliverable 1) for review and approval by the FEDSIM COR and the GSA IT Technical Point of Contact (TPOC) prior to finalizing. The agenda shall include, at a minimum, the following topics/deliverables:

a. Points of contact (POCs) for all parties
b. Draft Project Management Plan (PMP) (Section F, Deliverable 2) and discussion including schedule, tasks, etc.
c. Personnel discussion (i.e., roles and responsibilities and lines of communication between contractor and Government)
d. Staffing Plan and status
e. Transition-In Plan (Section F, Deliverable 3) and discussion
f. Security discussion and requirements (i.e., building access, badges, Common Access Cards (CACs)), including completed security packages for Key Personnel
g. Invoicing requirements
h. Transition discussion
i. Draft Baseline Quality Management Plan (QMP) (Section F, Deliverable 4)

The Government will provide the contractor with the number of Government participants for the Kick-Off Meeting and the contractor shall provide sufficient copies of the presentation for all present.

The contractor shall draft and provide a Kick-Off Meeting minutes report documenting the Kick-Off Meeting discussion and capturing any action items.

C.5.1.2 SUBTASK 2 – PREPARE A MONTHLY STATUS REPORT (MSR)

The contractor shall develop and provide an MSR (Section J, Attachment E) (Section F, Deliverable 5). The MSR shall include the following:

a. Activities during reporting period, by task (include on-going activities, new activities, activities completed, and progress to date on all above mentioned activities). Each section shall start with a brief description of the task.
b. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them.
c. Personnel gains, losses, and status (security clearance, etc.).
d. Government actions required.
e. Schedule (show major tasks, milestones, and deliverables; planned and actual start and completion dates for each).
f. Summary of trips taken, conferences attended, etc. (attach Trip Reports to the MSR for reporting period).
g. Database operational reports
h. Middleware operational reports
i. Accumulated invoiced cost for each CLIN up to the previous month.
j. Projected cost of each CLIN for the current month.
k. Comparison data/monthly performance reports.

C.5.1.3   SUBTASK 3 – CONVENE TECHNICAL STATUS MEETINGS

The contractor PM shall convene a monthly Technical Status Meeting with the FEDSIM COR, GSA IT TPOC, and other Government stakeholders. The purpose of this meeting is to ensure all stakeholders are informed of the monthly activities and MSR, provide opportunities to identify other activities and establish priorities, and coordinate resolution of identified problems or opportunities. The contractor PM shall provide minutes of these meetings, including attendance, issues discussed, decisions made, and action items assigned, to the FEDSIM COR within five workdays following the meeting (Section F, Deliverable 6).

C.5.1.4   SUBTASK 4 – PREPARE A PROJECT MANAGEMENT PLAN (PMP)

The contractor shall document all support requirements in a PMP. The contractor shall provide the Government with a draft PMP (Section F, Deliverable 2) on which the Government will make comments. The final PMP (Section F, Deliverable 2.1) shall incorporate the Government's comments.

The PMP shall:

    a. Describe the proposed management approach.
    b. Contain detailed Standard Operating Procedures (SOPs) for all tasks.
    c. Include milestones, tasks, and subtasks required in this TO.
    d. Provide for an overall Work Breakdown Structure (WBS) and associated responsibilities and partnerships between Government organizations.
    e. Describe in detail the contractor's approach to risk management under this TO.
    f. Describe in detail the contractor's approach to communications, including processes, procedures, communication approach, and other rules of engagement between the contractor and the Government.
    g. Include the contractor's Baseline Quality Management Plan (QMP).

C.5.1.5   SUBTASK 5 – UPDATE THE PROJECT MANAGEMENT PLAN (PMP)

The PMP is an evolutionary document that shall be updated annually at a minimum (Section F, Deliverable 2.2). The contractor shall work from the latest Government-approved version of the PMP.

C.5.1.6   SUBTASK 6 – PREPARE TRIP REPORTS

Travel shall be approved in writing by the GSA COR in advance of any travel. Travel times, other than during the standard work week, may be performed for the expeditious rendering of services, and shall be performed to the extent such travel is specifically authorized by the FEDSIM COR only.

Long-distance travel is considered greater than 50 miles from the contractor's primary place of performance.

The Government will identify the need for a Trip Report when the request for travel is submitted (Section F, Deliverable 7). The contractor shall keep a summary of all long-distance travel including, but not limited to, the name of the employee, location of travel, duration of trip, and

POC at travel location. Trip reports shall also contain Government approval authority, total cost of the trip, a detailed description of the purpose of the trip, and any knowledge gained. At a minimum, trip reports shall be prepared with the information provided in Section J, Deliverable G.

C.5.1.7 SUBTASK 7 – UPDATE BASELINE QUALITY MANAGEMENT PLAN (QMP)

The contractor shall update the QMP submitted with its proposal (Section F, Deliverable 4) and provide a final baseline QMP as required in Section F (Section F, Deliverable 4.1). The contractor shall periodically update the QMP, as required in Section F (Section F, Deliverable 4.2), as changes in program processes are identified.

Within the QMP, the contractor shall identify its approach for providing quality control in meeting the requirements of the TO. The contractor's QMP shall describe its quality control methodology for accomplishing TO performance expectations and objectives. The contractor shall fully discuss its validated processes and procedures that provide high quality performance for each Task Area. The QMP shall describe how the processes integrate with the Government's requirements.

C.5.1.8 SUBTASK 8 – PREPARE AN INTEGRATION AND TESTING PLAN

The contractor shall document all integration and testing requirements in an Integration and Testing Plan (Test Plan). The contractor shall provide the Government with a draft Test Plan (Section F, Deliverable 8) on which the Government will make comments. The final Test Plan (Section F, Deliverable 8.1) shall incorporate the Government's comments.

The Test Plan shall include:

a. Management of integration test environment.
b. Overview of integration and security testing processes.
c. System component testing for compliance with GSA and Federal security rules, regulations, and procedures.
d. Development, conduct, and documentation of any User Acceptance Testing.

The contractor shall communicate the overall impact and potential risk to system components prior to implementing any changes to the database infrastructure.

C.5.1.9 SUBTASK 9 – MANAGE AND MAINTAIN OPERATIONAL DOCUMENTATION

The contractor shall create and maintain files that document the processing of work products, deliverables, and other associated information pertaining to tasks performed under this TO. The contractor shall be familiar with the National Institutes of Standards and Technology (NIST) and FISMA information assurance publications and regulations. The contractor shall assist DMS in the preparation of documentation for system certification, including, but not limited to:

a. The latest version of all specifications, databases, and software that define or implement designated systems.
b. Information Security Plan of Action and Milestones (POA&M) documents.
c. System scanning reports.

d. Tracking and reporting of vulnerability remediation.

C.5.1.10 SUBTASK 10 – MANAGE PROJECT TEAM WORKFLOW ACTIVITIES

The contractor shall provide coordination of team workflow activities, such as team meeting and project coordination, including:

a. Creating and updating project plans and schedules.
b. Updating Task Ticketing.
c. Scheduling and facilitating project meetings.
d. Documenting rationale for technical program decisions.
e. Preparing and distributing TO work products and deliverables.
f. Preparing and distributing Operational Readiness Review (ORR) reports.

C.5.1.11 SUBTASK 11 – TRANSITION-IN

The contractor shall provide a draft Transition-In Plan as part of the proposal. The final Transition-In Plan shall be delivered as required in Section F, Deliverable 3. The contractor shall ensure that there will be minimum service disruption to vital Government business and no service degradation during and after transition. The contractor shall implement its Transition-In Plan no later than (NLT) ten calendar days after award, and all transition activities shall be completed 30 days after approval of the final Transition-In Plan (Section F, Deliverable 3).

The Transition-In Plan shall contain:

a. Schedule of milestones for transition activities, including all gate reviews
b. Database/middleware ownership
c. Government-Furnished Property (GFP)/Space
d. Transition schedule with focus on business continuity
e. Impacts of transition

C.5.1.12 SUBTASK 12 – TRANSITION-OUT

The contractor shall provide Transition-Out support when required by the Government. The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to an incoming contractor/Government personnel at the expiration of the TO. The contractor shall provide a draft Transition-Out Plan within six months of Project Start (PS) (Section F, Deliverable 10). The Government will work with the contractor to finalize the Transition-Out Plan (Section F, Deliverable 10.1) in accordance with Section E. At a minimum, this Plan shall be reviewed and updated on an annual basis (Section F, Deliverable 10.2). Additionally, the Transition-Out Plan shall be reviewed and updated quarterly during the final Option Period (Section F, Deliverable 10.2).

In the Transition-Out Plan, the contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

a. Project management processes
b. Points of contact
c. Location of technical and project management documentation

    d. Status of ongoing technical initiatives

    e. Appropriate contractor to contractor coordination to ensure a seamless transition

    f. Transition of Key Personnel

    g. Schedules and milestones

    h. Actions required of the Government

The contractor shall also establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings or as often as necessary to ensure a seamless transition-out.

The contractor shall implement its Transition-Out Plan NLT six months prior to expiration of the TO.

C.5.2 TASK 2 – DATABASE SERVICES

C.5.2.1 SUBTASK 1 – DATABASE AND APPLICATION SERVER ADMINISTRATION

For designated servers, the contractor shall manage and maintain all production and non-production databases and database servers. The contractor shall manage, maintain, and administer physical data storage, access, and security in support of databases. The contractor shall perform database backup and recovery; configure database parameters, and prototype database designs against logical data models. The contractor shall optimize database access and allocate database resources for optimum configuration, database performance, and cost efficiency. The contractor shall work with GSA to determine the best approaches for database operations and maintenance activities. The contractor shall perform the following functions:

    a. Operate and maintain designated database servers, supporting utilities, and third party products.

    b. Perform all required database configuration updates as scheduled. Perform all required database backups as scheduled. These activities shall include:

        1. Setup and administer utilities for backup and recovery, with priority placed on business continuity.

        2. Load and unload database server databases.

        3. Perform test database restores to ensure integrity of system backups.

    c. Schedule, conduct, and synchronize database replication activities.

    d. Monitor and manage databases daily (Databases are replicated to the COOP site 24x7).

    e. Analyze and resolve database server problems that may arise.

    f. Perform all required database configuration updates and performance tuning needed for databases to deliver both high response time and high availability. This includes the management, allocation, and control of system resources. Work collaboratively with application groups to assist with tuning and optimizing SQL code and queries. Proactively monitor SQL statements and stored procedures for performance issues. Tune SQL and stored procedures as appropriate.

    g. Perform database upgrades and changes as scheduled and coordinated by GSA. Document all changes in accordance with GSA approved standards and procedures.

h. Evaluate new database server hardware and software and assist in evaluating and coordinating upgrade and/or replacement of database products.

i. Ensure databases are performing optimally by checking and monitoring.

j. Work collaboratively with other teams to assess the performance of the Storage Area Network (SAN).

k. Leverage the sophisticated capabilities of the SAN, in particular capabilities such as SAN Mirroring technology, SAN cloning technology and block-level replication (i.e., SRDF/A, RecoverPoint, etc.).

l. Assist in the preparation of capacity plans and analysis of database and application server performance improvements.

m. Develop, implement, and lead, where appropriate, Disaster Recovery (DR) and COOP planning and testing activities for production and nonproduction databases. DR and COOP testing shall be conducted every six months at a minimum.

n. Implement database security procedures and requirements and assist in implementing application and infrastructure security as required.

o. Perform the task of database migration and conversation to different platforms.

p. Replicate database between different platforms.

q. Perform quarterly database restore test.

r. Support database servers/data center move.

s. Change database system password according to GSA regulation and schedule.

t. Install and configure Database and Middleware monitor tools on request.

u. Document all database and database server actions in a manner consistent with:
    1. Standards and procedures.
    2. Systems life cycles and change management procedures.
    3. Industry-leading best practices.

C.5.2.2 SUBTASK 2 – DATABASE AND APPLICATION SERVER TECHNICAL ARCHITECTURE SERVICES

The contractor shall be responsible for reviewing and proposing optimized database, database server platforms, and supporting infrastructure products. The contractor shall provide input and recommendations into the formulation of enterprise level information capture, access, storage, and security as it relates to database servers. The contractor shall recommend standards and define data repository, data dictionary, and data warehousing requirements.

The contractor shall recommend service levels and performance management procedures and metrics, data designs and balance/optimize data access, batch processing, and resource utilization across GSA and its many applications. The contractor shall design and construct data architectures, operational data stores, and data marts for particularly complex applications. The contractor shall recommend data modeling and database design methods and standards and shall implement improvements as directed.

At a minimum, the contractor shall provide the following services:

a. Review and recommend database administration activities, to ensure all database administration conforms to GSA approved methodologies, procedures, and best practices.
b. Recommend strategies, methodologies, and plans to enable GSA to optimize its database server and data warehouse infrastructure. Key activities include:
   1. Survey new database server technologies and make timely recommendations of new products/releases that may benefit GSA.
   2. Analyze and recommend specific database server products and techniques to be used in support of complex applications.
   3. Develop strategies to optimize GSA-wide database server infrastructure.
   4. Draft and recommend standards for data input, retrieval, transmission, and storage (e.g., to include interaction with and consideration of GSA Storage Area Networks (SANs)).
   5. Conduct benchmarks, as appropriate, to assess database performance.
   6. On an enterprise basis, allocate database resources for optimum configuration, database access, and database performance and cost.
   7. Provide SQL tuning and development expertise.
c. Ensure database parameters are tuned and optimized for GSA's complex, high transaction environment.
d. Recommend improvements to database standards and practices. Key activities include:
   1. Update and refine configuration management tools and procedures.
   2. Recommend data architecture standards, policies and procedures, and refinements to database deployment methodology, as needed.
   3. Evaluate and recommend database, application, server, and enterprise security standards.
   4. Evaluate and recommend standards and procedures guiding database backup and recovery, configuration of database parameters, and prototyping designs against logical data models.
   5. Evaluate and recommend standards and design of physical data storage, maintenance, and access, to include configuration and analysis of SAN RAID group technologies.
   6. Review and recommend improvements to IT tools supporting database problem tracking and change management.
   7. Draft and recommend checklists to guide database design reviews, implementation planning, and database recovery exercises.
e. For large, complex projects, assist GSA database, applications, and IT infrastructure staff to develop effective database designs, balancing optimization of database access with database loading and resource utilization factors in development, test and production environments. Assist implementation through all phases of the system development life cycle.
f. Develop reports and presentations for senior management, as needed for the architectural recommendations described in this subtask.

C.5.2.3 SUBTASK 3 – PROVIDE DATABASE OPERATIONS AND ADMINISTRATION

GSA has implemented four main database server environments, various programming languages, and third party products to meet GSA requirements. GSA maintains production and non-production database environments. GSA has a Production, COOP, Test, and Development infrastructure. Additional environments such as pre-production (staging) may emerge in the future. The contractor shall provide operations and administration for the environments described below.

C.5.2.3.1 SYBASE SUPPORT

The contractor shall be responsible for managing, maintaining, upgrading, patching, and ensuring operational continuity of the Sybase environment, including the following:

a. The contractor shall be responsible for managing all aspects of Sybase IQ, and shall assist the application team(s) with ETL functions.
b. The contractor shall support and manage Powerbuilder client licenses, and install and configure database monitor tool on request.
c. The contractor shall support and setup Sybase/IQ Advantage and Non-Advantage Databases failover/switchover from Primary/COOP to COOP/Primary by using RecoverPoint Appliance (RPA), ASE Replication Server, or AWS tools.
d. The contractor shall perform database migrations and conversations to different platforms.
e. The contractor shall support SnapManager for ASE Sybase and IQ database snapshot.

C.5.2.3.2 ORACLE SUPPORT

The contractor shall be responsible for managing, maintaining, upgrading, patching, and ensuring operational continuity of the Oracle environment, including the following:

a. The contractor shall be prepared to support Oracle Streams technology. While GSA does not leverage this currently, it is anticipated that GSA may use Oracle Streams in the future.
b. The contractor shall be responsible for supporting Oracle Real Application Clusters (RAC). Oracle RAC provides a highly available, scalable, and manageable solution by sharing complete access to a single database among nodes in a cluster. GSA anticipates leveraging the capabilities of Oracle RAC in the future.
c. The contractor shall support and setup Oracle Golden Gate or AWS Database tools to replicate Databases of different platforms and perform failover/switchover between different platforms.
d. The contractor shall perform database migrations and conversations to different platforms.
e. The contractor shall support SnapManager for Oracle database snapshot.

C.5.2.3.3 MS SQL SERVER SUPPORT

The contractor shall be responsible for managing, maintaining, upgrading, patching, and ensuring operational continuity of the MS SQL environment, including the following:

a. Ensure high-availability for select MS SQL Database instances.
b. The contractor shall support teams with SQL tuning activities.
c. Install and configure database monitor tool on request.
d. Perform the task of database migration and conversation to different platforms
e. Support SnapManager for MS SQL database snapshot

C.5.2.3.4 MySQL SERVER SUPPORT

The contractor shall be responsible for managing, maintaining, upgrading, patching, migrating, and ensuring operational continuity of the MySQL environment.

C.5.2.3.5 OTHER DATABASE SERVER SUPPORT

The contractor shall be responsible for support including general installation, migration, maintenance, patching, upgrading, configuration, and management activities for these database and other emerging database technologies.

C.5.2.4 SUBTASK 4 – DATABASE APPLICATION PERFORMANCE, TUNING, AND MONITORING

The contractor shall provide robust metrics for tuning to ensure optimal performance of the database environment. The contractor shall use the GSA-provided tools to capture database metrics and SQL metrics.

The contractor shall:

a. Provide relational database design assistance on table structures, primary key/foreign key, and indices with a focus on improving performance of stored procedures, functions, and triggers.
b. Review and monitor system and instance resources to ensure continuous database operations (i.e., database storage, memory, Central Processing Unit (CPU), network usage, and Input/Output (I/O) contention).
c. Develop and maintain an SQL execution plan (how data flows between primitive operations) using query analyzing tools and performing detailed cost analysis.
d. Set up page size/tablespace/index parameters based on the database environment in order to minimize disk access bottlenecks and other challenges.
e. Conduct performance issue troubleshooting and tuning for SQL statements, stored procedures, functions, and triggers for the database.
f. Perform application tuning and monitoring.
g. Inspect and fix the order of SQL execution statements to reduce incidents of inefficient memory usage.
h. Allocate current system storage and plan future storage requirements for the database.
i. Provide recommendations for the SAN environment.

j.   Monitor and tune I/O activities, CPU usage, and memory usage to provide recommendations for efficient and effective performance.

k.   Optimize database configuration files to improve SQL statements' efficiency and prevent deadlock, hung processes, and other performance related issues.

l.   Apply wait-time-based performance methodology to enable administrators to respond before wait-time errors create end-user service failures or additional SQL tuning complications.

m.   Recommend and perform database backup and consistently check best practices to avoid interference with routine application processes.

n.   Perform setting and tuning of system parameters so that the operating system, network, and transaction processors are efficiently working with the database.

o.   Assist with impact analysis of any changes made to database objects.

p.   Optimize database disk space usage by leveraging sophisticated SAN based technologies.

q.   Ensure database backups complete in a timely manner and are optimized for performance.

r.   Leverage SAN based technologies to optimize database backups.

s.   Monitor performance from the middleware tier to the database, including the amount of time required to commit transactions.

t.   Monitor logs for critical errors (i.e., Oracle Alert log, disk space, and replication queues).

u.   Monitor and track Data Manipulation Language (DML) and Data Definition Language (DDL) statements on objects and structures in a database.

v.   Coordinate, assist, and/or work with all stakeholders to troubleshoot performance issues.

w.   Monitor and track user privileges.

C.5.2.5   SUBTASK 5 – DATABASE APPLICATION DEVELOPMENT SUPPORT

The contractor shall provide database support to applications development during all phases of the system development life cycle including business analysis, requirements definition, system design, data acquisition, system development, test, implementation, and maintenance. The contractor shall assist in the gathering, analysis, and normalization of relevant information related to business processes, functions, and operations in order to optimize both database and application systems effectiveness. In support of applications development, the contractor shall provide input and recommend data architecture standards and policies and procedures that support both GSA database administration and the applications development process.

The contractor shall:

a.   Provide database programming support and guidance to application developers including:
   1.   Provide guidance on how to make best use of database products as components of applications development.
   2.   Assist with programming stored procedures in support of secure information access requirements.
   3.   Assist with programming complex end user database queries and report output to meet user needs.

4. Implement, maintain, and update data dictionary capabilities to assure all system data is specified and controlled.

5. Assist in all phases of database and applications testing including functional, operational, and stress testing.

b. Devise or modify procedures to solve problems considering database impact on computer equipment capacity, operating schedule, form of desired results, and integration of components.

c. Proactively analyze existing applications to identify database weaknesses and develop solutions for improvement.

d. Provide data modeling support and guidance to application developers. This support shall include:

1. Analysis and development of complex logical database designs, logical data models, and relational data definitions in support of agency and customer information systems requirements.

2. Application of data analysis methodologies and tools that depict the flow of data within and between technology systems and business functions/operations.

3. Identify and resolve information flow, content issues, and transformation of business requirements into logical data models.

4. Identify opportunities to reduce data redundancy.

e. In support of application development, recommend development of new databases or reuse of existing database and the specific database and application server products that best support them (e.g., Sybase vs. Oracle vs. MS SQL Server vs. MySQL).

f. Identify best sources of data feeds and interfaces to ensure feasibility and consistency with current GSA databases.

g. Define, develop, or modify database data structures by applying GSA approved development, configuration management, and change control processes. Assure all changes are documented consistent with GSA standards and procedures and best professional practice.

h. Recommend approaches for database data loads and conversions in support of application implementations.

i. Implement database updates in accordance with GSA configuration management and change control procedures and professional best practices.

j. Support maintenance of applications, as needed.

k. Adhere to GSA quality standards and procedures for reviewing database (Ensuring compliance with GSA application architecture and database standards).

l. Assist in defining and updating database and applications development guidelines and standards to reflect database best practices.

m. Document changes to database architecture, integration, and conversion plans. Develop and maintain database architecture diagrams.

C.5.2.6 SUBTASK 6 – GENERAL APPLICATION PROGRAMMING SERVICES - TROUBLESHOOTING

The contractor shall provide application and maintenance services in support of individual applications as designated by GSA. Additionally, the contractor shall provide applications development guidance, suggested procedures, and best practices to help guide use of Java J2EE in support of GSA Internet applications. In support of application programming services and troubleshooting, the contractor shall:

a. Provide application support, maintain, test, and assist with integrating designated applications using GSA designated programming languages.

b. Provide application maintenance support to GSA's Web DBA application using Java J2EE.

c. Draft Java J2EE programming and development methodologies and procedures as well as standards for programming architectures and application code/component reuse.

d. Apply object-oriented approaches in designing, coding, testing, and debugging programs. Understand and consistently apply the attributes and processes of current application development methodologies.

e. Research and maintain knowledge in emerging application development technologies, particularly for Java J2EE, and recommend opportunities for implementation at GSA.

f. Act as an internal consultant, advocate, mentor, and change agent for introducing new application development technologies.

C.5.3 TASK 3 - MIDDLEWARE SUPPORT SERVICES

GSA manages and provides support for multiple middleware technologies. Middleware includes but is not limited to application servers, web servers, file transfer services, batch/job automation, and content management systems. Services provided under this task will be in support of those various technologies to support the GSA mission.

C.5.3.1 SUBTASK 1 – MIDDLEWARE SERVER ADMINISTRATION

For designated servers, the contractor shall manage and maintain all production and nonproduction middleware servers. The contractor shall manage, maintain, and administer physical data storage, access, and security in support of the middleware platforms. The contractor shall work with GSA to determine the best approaches for middleware operations and maintenance activities. The contractor shall perform the following functions:

a. Operate and maintain designated middleware servers, supporting utilities, and third party products.

b. Perform all required platform specific backups as scheduled. These activities shall include:

    1. Setup and administer utilities for backup and recovery, with priority placed on business continuity.

    2. Create and test restoration/recovery plans to ensure backup meets continuity needs.

    3. Work closely with other enterprise teams (Storage Ops, Virtual Ops, Backup Ops) to leverage existing processes to achieve backup as necessary or to align with agency recommendations or best practices.

c. Monitor and manage middleware platforms daily and ensure they are performing optimally, leveraging monitoring and availability tools.

d. Analyze and resolve middleware server problems that may arise.

e. Ensure middleware servers/software is security hardened to GSA or industry best practices:

    1. Ensure middleware servers/platforms have compliant logging and log archival processes to align with GSA security requirements.

    2. Implement middleware security procedures and requirements and assist in implementing application and infrastructure security as required. Support system password changes/refreshes according to GSA regulation and schedule.

f. Perform all required configuration updates and performance tuning needed for middleware platforms to deliver both high response time and high availability. This includes the management, allocation, and control of system resources. Work collaboratively with application groups to assist with tuning and optimizing application code and processes.

g. Perform middleware platform/software upgrades, patches, and configuration changes as scheduled and coordinated by GSA. Document all changes in accordance with GSA approved standards and procedures.

h. Evaluate new server hardware and software and assist in evaluating and coordinating upgrade and/or replacement of products.

i. Work collaboratively with other teams to assess the performance underlying OS, virtualization, network, and storage environments to achieve optimal efficiency of middleware platforms.

j. Assist in the preparation of capacity plans and analysis of middleware server performance improvements.

k. Develop, implement, and lead, where appropriate, DR and COOP planning and testing activities for production and nonproduction platforms. DR and COOP testing shall be conducted every six months, at a minimum, or as directed. Perform the task of middleware migration and conversation to different platforms.

l. Work with network and security teams to deliver load-balancing solutions to highly available platforms.

m. Support and troubleshoot firewall and connection issues of hosted applications on middleware platforms.

n. Support middleware servers in data center or relocation moves.

o. Install and configure Middleware monitor tools on request.

p. Provide scripting, tooling, or processes to automate business process such as file transfer and software deployments.

q. Document all middleware server actions in a manner consistent with:

    1. Standards and procedures.

    2. Systems life cycles and change management procedures.

3. Industry-leading best practices.
4. As required, to support GSA required security documentations for audit compliance.

5.3.2 SUBTASK 2 – MIDDLEWARE TECHNICAL ARCHITECTURE SERVICES

The contractor shall be responsible for reviewing and proposing optimized middleware server platforms, and supporting infrastructure products. The contractor shall provide input and recommendations into the formulation of enterprise level information capture, access, storage, and security as it relates to middleware servers.

The contractor shall recommend service levels and performance management procedures and metrics, platform designs and balance/optimize data access, batch processing, and resource utilization across GSA and its many applications. The contractor shall design and construct platform architectures, clustering, and service delivery for particularly complex applications. The contractor shall:

a. Recommend strategies, methodologies, and plans to enable GSA to optimize its middleware server platforms. Key activities include:
   a. Survey new middleware technologies and make timely recommendations of new products/releases that may benefit GSA.
   b. Analyze and recommend specific server products and techniques to be used in support of complex applications.
   c. Develop strategies to optimize GSA-wide middleware server infrastructure.
   d. Draft and recommend standards for data input, retrieval, transmission, and storage.
   e. Conduct benchmarks, as appropriate, to assess web and application tier performance.
b. Ensure middleware server parameters are tuned and optimized for GSA's complex, high transaction environment.
c. Recommend improvements to standards and practices. Key activities include:
   a. Update and refine configuration management tools and procedures.
   b. Recommend architecture standards, policies and procedures, and refinements to middleware deployment methodology, as needed.
   c. Evaluate and recommend software, server, and enterprise security standards.
   d. Evaluate and recommend standards and procedures guiding backup and recovery, configuration of parameters, and prototyping designs against logical data models.
   e. Review and recommend improvements to IT tools supporting middleware problem tracking and change management.
d. For large, complex projects, assist GSA database, applications, and IT infrastructure staff to develop effective database designs, balancing optimization of database access with database loading and resource utilization factors in development, test, and production environments. Assist implementation through all phases of the system development life cycle.
e. Develop reports and presentations for senior management, as needed, for the architectural recommendations described in this subtask.
f. Support transitions to Continuous Integration and Continuous Deployment models.

g. Provide technical guidance and recommendations in cloud deployment models including container deployments and immutable infrastructure.

C.5.3.3 SUBTASK 3 – PROVIDE MIDDLEWARE OPERATIONS AND ADMINISTRATION

C.5.3.3.1 RED HAT JBOSS PRODUCTS

The contractor shall be responsible for managing, maintaining, upgrading, patching, and ensuring operational continuity of the JBoss environment. Further, the contractor shall:

a. Support all aspects of the JBoss product deployments including any supplemental tools or advanced configurations such as instance and/or Java Message Service (JMS) clustering.
b. Provide instance provision (manual and/or automation), code deployments, and troubleshooting to all JBoss tools in support of the customer.
c. Support any monitoring tools, advanced reporting, and logging tools that are leveraged by developers and operations.

C.5.3.3.2 ORACLE FUSION MIDDLEWARE

The contractor shall be responsible for providing full life cycle support of the Oracle Fusion Middleware production scope deployed by GSA, including managing, maintaining, upgrading, patching, and ensuring operational continuity of the environment.

C.5.3.3.3 WEB / APPLICATION SERVER TECHNOLOGIES

For designated web/application server technologies, the contractor shall:

a. Provision and manage web and application server technologies to host a variety of applications and websites.
b. Ensure best practice security is implemented.
c. Support manual or automated provisioning of web instances using designated technologies.
d. Manage and maintain SSL configuration over web tiers to industry standards.

C.5.3.3.4 CONTENT MANAGEMENT SYSTEM TECHNOLOGIES

The contractor shall be responsible for managing, maintaining, upgrading, patching, and ensuring operational continuity of designated content management systems.

C.5.3.3.5 FILE TRANSFER TECHNOLOGIES / BATCH AUTOMATION AND WORKLOAD SCHEDULING

The contractor shall be responsible for managing, maintaining, upgrading, patching, and ensuring operational continuity of designated file transfer, batch automation, and workload scheduling technologies.

C.5.3.3.6 BUSINESS INTELLIGENCE TOOL SETS

The contractor shall be responsible for managing, maintaining, upgrading, patching, and ensuring operational continuity of designated Business Intelligence tool sets.

C.5.3.3.7 OTHER EMERGING MIDDLEWARE TECHNOLOGIES

GSA will likely introduce new emerging technologies during the life of the TO. The contractor shall be responsible for support including general install, migrate, manage, maintain, patch, upgrade, configure, and management activities for these other emerging middleware technologies.

C.5.4 TASK 4 – PROVIDE CROSS FUNCTIONAL LIFE CYCLE SERVICES

In conjunction with the database services listed above, the contractor shall provide life cycle technical support to GSA business owners and applications teams for all databases, database services, and middleware software. The contractor shall adhere to ITIL v3.0 best practices as they are tailored for GSA IT. These cross functional life cycle activities include, but are not limited to the following:

a. Service Level Management
b. Capacity Management
c. Availability Management
d. IT Service Continuity Management
e. Change Management
f. Project Management
g. Release and Deployment Management
h. Service Asset and Configuration Management
i. Knowledge Management
j. Incident Management
k. Access Management
l. Problem Management

Provide timely creation, updating, maintenance, and provision of all appropriate project plans, project time and cost estimates, technical specifications, management documentation, and management reporting in a form/format that is acceptable to GSA for all database services, projects, and major service activities (e.g., Availability Management, Capacity Management, Incident Management, etc.).

C.5.4.1 SUBTASK 1 – PLANNING AND ANALYSIS

The contractor shall provide planning and analysis associated with researching new technical trends, products, and services as related to databases and information management activities.

The contractor shall:

a. Participate in defining services and standards for Planning and Analysis activities.
b. Perform technical and Service Planning and Analysis based on GSA requirements (e.g., availability, capacity, performance, backup, and COOP and DR services).

c. Provide recommendations for new databases and data management services based on Planning and Analysis results.

d. Continuously monitor database and data management trends through independent research; document and report on products and services with potential use for GSA as they align with the GSA business and technology strategies.

e. Perform feasibility studies for the implementation of new database technologies that best meet GSA business needs and meet cost, performance, and quality objectives.

f. Adhere to GSA project requirements using contractor's project management capabilities.

g. Provide project management approved projects.

h. Participate in technical and business planning sessions to establish standards, architecture, and project initiatives.

i. Conduct regular planning for database technology refreshes and upgrades.

j. Conduct technical reviews and provide recommendations for improvements that increase efficiency and effectiveness and reduce costs per the Planning and Analysis results.

C.5.4.2 SUBTASK 2 – REQUIREMENTS DEFINITION

The contractor shall provide requirements definition services associated with the assessment and definition of functional, performance, IT DR and COOP, and security requirements that also comply with regulatory and GSA policies. These requirements drive the technical design for the GSA environment. The contractor shall participate in defining requirements and standards, including appropriate requirements-gathering activities (e.g., focus groups and interviews). The contractor shall document requirements required to deliver services in agreed-to formats (e.g., data models, upgrade data requirements, transition requirements, etc.). The contractor shall ensure these requirements meet GSA-specific and Federal security policies. The contractor shall also define acceptance test criteria for approval.

C.5.4.3 SUBTASK 3 – DESIGN SPECIFICATIONS

The contractor shall provide design specification services associated with translating user and information system requirements into detailed technical specifications. The contractor shall develop, document, and maintain Technical Design Plans and environment configurations based on GSA design specifications; standards and requirements, including architecture, functional performance, availability, maintainability, security and IT continuity; and DR requirements. The contractor shall determine and document required component upgrades, replacements, and/or transition specifications (e.g., hardware, software, and networks). The contractor shall conduct site surveys for design efforts and document and deliver design specifications in a Design Specifications Document, provided in **Section J, Deliverable S**.

C.5.4.4 SUBTASK 4 – PERFORMANCE MANAGEMENT

The contractor shall provide performance management services associated with tuning database components for optimal performance. The contractor shall monitor the various software components of the GSA database environment for availability and potential error conditions.

The contractor shall collect performance metrics and monitor the performance of critical components such as databases, and database tools for Availability/Uptime, Response Time, and

End-to-end Throughput. The contractor shall report database and middleware availability, on a monthly basis. This includes Performance Analysis and Performance Reporting as stated below:

a. Performance Analysis - The contractor shall analyze performance metrics collected by the automated monitoring agents to track usage and trends. The contractor shall provide recommendations to maintain or improve performance. Reporting metrics shall collect metrics from middleware components through to the database.

b. Performance Reporting - The contractor shall prepare and submit a Performance Report that charts the actual performance of the GSA database and middleware environment within the reporting period against specific thresholds. The report shall be provided monthly and also be available via a dashboard.

The contractor shall perform the following performance management activities:

a. Maintain performance management procedures in the Standards and Procedures documentation.

b. Perform database tuning to maintain optimum performance in accordance with Change Management procedures.

c. Provide regular monitoring and reporting of database performance, utilization, and efficiency.

C.5.4.5 SUBTASK 5 – LEVEL 2 SUPPORT

The contractor shall provide Level 2 Support to designated applications and services in order to solve issues and/or requests of information. GSA averages 3,000 tickets annually. Database ticketing has remained at a stable level, while middleware ticket volumes have increases approximately 40% over the previous five years.

The contractor shall analyze and resolve database and middleware software issues and technical problems, and answer all customer questions pertaining to problem resolution and requests for additional information for databases, database and application servers, and supporting products. Further, the contractor shall:

a. Monitor all database and middleware components 24x7 and ensure databases are replicated and synchronized 24x7.

b. Log, track, respond to, and resolve customer database support issues using the ServiceNow Help desk tool.

c. Analyze and resolve database problems that arise in the production and nonproduction environments.

d. Investigate and/or resolve problems over the phone or by going to a customer desk.

e. Gain management approval for problem correction prior to transfer to production.

f. Follow Help Desk policy and procedures regarding problem logging, status updates, and corrections.

g. Identify and analyze problems that indicate systemic problems and recommend solutions for the problems.

C.5.5 TASK 5 – DATABASE MODERNIZATION AND CONVERSION

The contractor shall assist GSA IT in modernization and conversion planning and implementation. The contractor shall provide an architectural assessment of the GSA infrastructure and prepare Technical Design Plans for the areas listed below. The contractor shall also provide implementation services, if the Government elects to implement the contractor's recommendation:

a. Review and recommend strategies to provide high-availability for all database and middleware, especially for GSA Advantage.

b. Deliver a Technical Design Plan that discusses high-availability options for the GSA Advantage database and other databases as requested. Review and recommend alternatives to transactional based replication. For instance, the contractor shall review and recommend block-level replication strategies for databases, data warehouse and application servers, if appropriate.

c. Review, assess, and recommend alternative data warehousing strategies. Assess and evaluate data warehouse technologies and make recommendations.

C.5.5.1 SUBTASK 1 – PROVIDE DATABASE MODERNIZATION PLANNING AND IMPLEMENTATION

The contractor shall work collaboratively with GSA evaluating avenues to transform the way IT delivers services by extending the enterprise beyond the traditional datacenter including, but not limited to:

a. Database services in the cloud.

b. Application Services in the cloud.

c. Web services in the cloud.

d. Integration middleware as a service.

e. Databases and JBoss Instances migration and conversation to cloud platform in all environments.

f. Coordination and testing of applications after migration and conversation to cloud platform.

g. Perform all aforementioned on premise databases and JBoss instances related tasks/responsibilities in the cloud computing platform/environment, utilizing cloud tools for databases and JBoss instances monitoring, migration, tuning, backup, restore, disaster recovery, and administration, when available.

If the recommendations are approved by the Government, the contractor shall design, install, configure, and create (or convert) current system(s)/model(s) to the new solutions. If implemented, the contractor shall maintain, troubleshoot, tune, and perform backup and recovery for the new solutions.

C.5.5.2 SUBTASK 2 – PROVIDE DATABASE CONVERSION PLANNING AND IMPLEMENTATION

As part of the overall database environment modernization improvement effort, GSA may undertake a database platform migration from one DBMS to another (e.g., Sybase to Oracle,

Sybase to MySQL, MySQL to MS SQL, etc.). As part of this process, the contractor shall provide the following services:

a. Fully design the migration procedures and approach.
b. Develop the architecture of the target DBMS.
c. Develop a pilot/proof of concept.
d. Fully manage the approved upon migration process.
e. Implement the migration plan and fully test the DBMS conversion.
f. Provide Quality Assurance (QA) services for all migration activities.
g. Recommend and provide necessary tools for all migration activities.

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E.1 PLACE OF INSPECTION AND ACCEPTANCE

Inspection and acceptance of all work performance, reports, and other deliverables under this TO will be performed by the FEDSIM COR and GSA IT TPOC in Washington, D.C.

E.2 SCOPE OF INSPECTION

All deliverables will be inspected for content, completeness, accuracy, and conformance to TO requirements by the FEDSIM COR and GSA IT TPOC. Inspection may include validation of information or software through the use of automated tools, testing, or inspections of the deliverables, as specified in the TO. The scope and nature of this inspection will be sufficiently comprehensive to ensure the completeness, quality, and adequacy of all deliverables.

The Government requires a period NTE 15 workdays after receipt of final deliverable items for inspection and acceptance or rejection.

E.3 BASIS OF ACCEPTANCE

The basis for acceptance shall be in compliance with the requirements set forth in the TO, the contractor's proposal, and relevant terms and conditions of the contract. Deliverable items rejected shall be corrected in accordance with the applicable clauses.

The final acceptance will occur when all discrepancies, errors, or other deficiencies identified in writing by the Government have been resolved, through documentation updates, program correction, or other mutually agreeable methods.

Reports, documents, and narrative-type deliverables will be accepted when all discrepancies, errors, or other deficiencies identified in writing by the Government have been corrected.

If the draft deliverable is adequate, the Government may accept the draft and provide comments for incorporation into the final version.

All of the Government's comments on deliverables shall either be incorporated in the succeeding version of the deliverable, or the contractor shall explain to the Government's satisfaction why such comments should not be incorporated.

If the Government finds that a draft or final deliverable contains spelling errors, grammatical errors, or improper format, or otherwise does not conform to the quality assurance requirements stated within this TO, the document may be rejected without further review and returned to the contractor for correction and resubmission. If the contractor requires additional Government guidance to produce an acceptable draft, the contractor shall arrange a meeting with the FEDSIM COR.

E.4 DRAFT DELIVERABLES

The Government will provide written acceptance, comments, and/or change requests, if any, within 15 workdays (unless specified otherwise in Section F) from Government receipt of the draft deliverable. Upon receipt of the Government comments, the contractor shall have ten workdays to incorporate the Government's comments and/or change requests and to resubmit the deliverable in its final form.

E.5   WRITTEN ACCEPTANCE/REJECTION BY THE GOVERNMENT

The FEDSIM CO/COR will provide written notification of acceptance or rejection (Section J, Attachment G) of all final deliverables within 15 workdays (unless specified otherwise in Section F). All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

E.6   NON-CONFORMING PRODUCTS OR SERVICES

Non-conforming products or services will be rejected. Deficiencies shall be corrected, by the contractor, within ten workdays of the rejection notice. If the deficiencies cannot be corrected within ten workdays, the contractor shall immediately notify the FEDSIM COR of the reason for the delay and provide a proposed corrective action plan within ten workdays.

If the contractor does not provide products or services that conform to the requirements of this TO, the Government will withhold the fixed price until the non-conforming products or services are remediated.

If the contractor does not provide products or services that conform to the requirements of this TO, the Government will document the issues associated with the non-conforming products or services in the award fee determination report, and there will be an associated reduction in the award fee earned.

F.1 PERIOD OF PERFORMANCE

The period of performance for this TO is:

Base Period**:** Date of award to September 30, 2018
First Option Period: October 1, 2018 to September 30, 2019
Second Option Period: October 1, 2019 to September 30, 2020
Third Option Period: October 1, 2020 to September 30, 2021
Fourth Option Period: October 1, 2021 to September 30, 2022
Fifth Option Period: October 1, 2022 to September 30, 2023

F.2 PLACE OF PERFORMANCE

Place of Performance is the contractor's location. Telecommuting will be permitted under this TO. Occasional long distance travel may be required in the performance of this TO. The contractor shall complete all work required in the TOR within the continental United States.

F.3 TASK ORDER SCHEDULE AND MILESTONE DATES

The following schedule of milestones will be used by the FEDSIM COR to monitor timely progress under this TO.

The following abbreviations are used in this schedule:

DEL: Deliverable
IAW: In Accordance With
NLT: No Later Than
TOA: Task Order Award
All references to days: Government Workdays

Deliverables are due the next Government workday if the due date falls on a holiday or weekend.

The contractor shall deliver the deliverables listed in the following table on the dates specified:

DEL. #	MILESTONE/ DELIVERABLE	CLIN	TOR REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS
	Project Start (PS)			At TOA + 10 calendar days	
1	Kick-Off Meeting Agenda		C.5.1.1	At least three workdays prior to the Kick-Off Meeting	Unlimited IAW 52.227-14(c)(1)
1.1	Kick-Off Meeting		C.5.1.1	Within 25 workdays of TOA	

DEL. #	MILESTONE/ DELIVERABLE	CLIN	TOR REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS
2	Draft Project Management Plan		C.5.1.4	Due at Kick-Off Meeting	Unlimited IAW 52.227-14(c)(1)
2.1	Final Project Management Plan		C.5.1.4	10 workdays after receipt of Government comments	Unlimited IAW 52.227-14(c)(1)
2.2	Project Management Plan Updates		C.5.1.5	As project changes occur, no less frequently than annually	Unlimited IAW 52.227-14(c)(1)
3	Final Transition-In Plan		C.5.1.11	10 calendar days after receipt of Government comments	Unlimited IAW 52.227-14(c)(1)
4	Final Baseline Quality Management Plan		C.5.1.7	10 workdays after receipt of Government comments	Unlimited IAW 52.227-14(c)(1)
4.1	Quality Management Updates		C.5.1.7	As changes in program processes are identified	Unlimited IAW 52.227-14(c)(1)
5	Monthly Status Report		C.5.1.2	Monthly due 10th calendar day of the next month)	Unlimited IAW 52.227-14(c)(1)
6	Monthly Technical Status Meeting		C.5.1.3	Monthly	
7	Monthly Technical Status Meeting Minutes		C.5.1.3	5 workdays of Monthly Technical Status Meeting	Unlimited IAW 52.227-14(c)(1)
8	Trip Report(s)		C.5.1.6	Within 10 workdays following completion of each trip	Unlimited IAW 52.227-14(c)(1)
9	Draft Test Plan		C.5.1.8	Due at Kickoff Meeting	Unlimited IAW 52.227-14(c)(1)
9.1	Final Test Plan		C.5.1.8	10 workdays after receipt of Government comments	Unlimited IAW 52.227-14(c)(1)

DEL. #	MILESTONE/ DELIVERABLE	CLIN	TOR REFERENCE	DATE OF COMPLETION/ DELIVERY	GOV'T RIGHTS
10	Draft Transition-Out Plan		C.5.1.12	6 months after PS	Unlimited IAW 52.227-14(c)(1)
10.1	Final Transition-Out Plan		C.5.1.12	10 workdays after receipt of Government comments	Unlimited IAW 52.227-14(c)(1)
10.2	Transition-Out Plan Updates		C.5.1.12	Annually and then quarterly during final Option Period	Unlimited IAW 52.227-14(c)(1)
11	Copy of TO (initial award and all modifications)		F.4	Within 10 workdays of award	
12	IT Security Plan		H.4.1.1 GSA Information Technology (IT) Security Requirements	NLT 30 calendar days after TOA and annual verification or update.	Unlimited IAW 52.227-14(c)(1)
13	IT Security Authorization		H.4.1.1 GSA Information Technology (IT) Security Requirements	6 months after TOA	Unlimited IAW 52.227-14(c)(1)

The contractor shall mark all deliverables listed in the above table to indicate authorship by contractor (i.e., non-Government) personnel; provided, however, that no deliverable shall contain any proprietary markings inconsistent with the Government's data rights set forth in this TO. The Government reserves the right to treat non-conforming markings in accordance with subparagraphs (e) and (f) of the FAR clause at 52.227-14.

F.4 PUBLIC RELEASE OF CONTRACT DOCUMENTS REQUIREMENT

The contractor agrees to submit, within ten workdays from the date of the FEDSIM CO's execution of the initial TO, or any modification to the TO (exclusive of Saturdays, Sundays, and Federal holidays), a portable document format (PDF) file of the fully executed document with all proposed necessary redactions, including redactions of any trade secrets or any commercial or financial information that it believes to be privileged or confidential business information, for the purpose of public disclosure at the sole discretion of GSA. The contractor agrees to provide a detailed written statement specifying the basis for each of its proposed redactions, including the applicable exemption under the Freedom of Information Act (FOIA), 5 United States Code (U.S.C.) § 552, and, in the case of FOIA Exemption 4, 5 U.S.C. § 552(b) (4), shall explain why the information is considered to be a trade secret or commercial or financial information that is privileged or confidential. Information provided by the contractor in response to the contract

requirement may itself be subject to disclosure under the FOIA. Submission of the proposed redactions constitutes concurrence of release under FOIA.

GSA will carefully consider the contractor's proposed redactions and associated grounds for nondisclosure prior to making a final determination as to what information in such executed documents may be properly withheld.

F.5 DELIVERABLES MEDIA

The contractor shall deliver all electronic versions by electronic mail (email) and removable electronic media, as well as placing in the DMS designated repository. The following are the required electronic formats, whose versions must be compatible with the latest, commonly available version on the market.

    a. Text   MS Word, Google Docs
    b. Spreadsheets   MS Excel, Google Sheets
    c. Briefings   MS PowerPoint, Google Slides
    d. Drawings   MS Visio, Google Drawings
    e. Schedules   MS Project, Smartsheet

F.6 PLACE(S) OF DELIVERY

Copies of all deliverables shall be delivered to the FEDSIM COR at the following address:

    GSA FAS AAS FEDSIM
    ATTN: TBD
    1800 F Street, NW
    Washington, D.C. 20405
    Telephone:
    Email:

Copies of all deliverables shall also be delivered to the GSA IT TPOC. The GSA IT TPOC name, address, and contact information will be provided at award.

F.7 NOTICE REGARDING LATE DELIVERY/PROBLEM NOTIFICATION REPORT (PNR)

The contractor shall notify the FEDSIM COR via a Problem Notification Report (PNR) (Section J, Attachment D) as soon as it becomes apparent to the contractor that a scheduled delivery will be late. The contractor shall include in the PNR the rationale for late delivery, the expected date for the delivery, and the project impact of the late delivery. The FEDSIM COR will review the new schedule and provide guidance to the contractor. Such notification in no way limits any Government contractual rights or remedies including, but not limited to, termination.

F.8 PERFORMANCE REQUIREMENTS SUMMARY

A summary listing of minimum Service Level Metrics for each Service is provided in Section J, Attachment O.

G.1   CONTRACTING OFFICER'S REPRESENTATIVE (COR)

The FEDSIM CO appointed a FEDSIM COR in writing through a COR Appointment Letter (Section J, Attachment A). The FEDSIM COR will receive, for the Government, all work called for by the TO and will represent the FEDSIM CO in the technical phases of the work. The FEDSIM COR will provide no supervisory or instructional assistance to contractor personnel.

The FEDSIM COR is not authorized to change any of the terms and conditions, scope, schedule, and price of the Contract or the TO. Changes in the scope of work will be made only by the FEDSIM CO by properly executed modifications to the Contract or the TO.

G.1.1   CONTRACT ADMINISTRATION

Contracting Officer:

> Brendan McDonough
> GSA FAS AAS FEDSIM (QF0B)
> 1800 F Street, NW
> Washington, D.C. 20405
> Telephone: (703) 589-2667
> Email: Brendan.mcdonough@gsa.gov

Contracting Officer's Representative:

> TBD
> GSA FAS AAS FEDSIM (QF0B)
> 1800 F Street, NW
> Washington, D.C. 20405
> Telephone:
> Email:

Technical Point of Contact:

> Provided after award.

G.2   INVOICE SUBMISSION

The contractor shall submit Requests for Payments in accordance with the format contained in General Services Administration Acquisition Manual (GSAM) 552.232-25, PROMPT PAYMENT (NOV 2009), to be considered proper for payment. In addition, the following data elements shall be included on each invoice:

> Task Order Number: *(from GSA Form 300, Block 2)*
> Paying Number: *(ACT/DAC NO.) (From GSA Form 300, Block 4)*
> FEDSIM Project Number: GS00865
> Project Title: Database and Middleware Support

The contractor shall certify with a signed and dated statement that the invoice is correct and proper for payment.

The contractor shall provide invoice backup data in accordance with the contract type, including detail such as labor categories, rates, and quantities of labor hours per labor category.

The contractor shall submit invoices as follows:

The contractor shall utilize FEDSIM's electronic Assisted Services Shared Information SysTem (ASSIST) to submit invoices. The contractor shall manually enter CLIN charges into TOS in the ASSIST Portal. Summary charges on invoices shall match the charges listed in TOS for all CLINs. The contractor shall submit invoices electronically by logging onto the following link (requires Internet Explorer to access the link):

> https://portal.fas.gsa.gov

Log in using your assigned ID and password, navigate to the order against which you want to invoice, click the Invoices and Acceptance Reports link in the left navigator, and then click the *Create New Invoice* button. The AASBS Help Desk should be contacted for support at 877-472-4877 (toll free) or by email at AASBS.helpdesk@gsa.gov. By utilizing this method, no paper copy of the invoice shall be submitted to GSA FEDSIM or the GSA Finance Center. However, the FEDSIM COR may require the contractor to submit a written "hardcopy" invoice with the client's certification prior to invoice payment. A paper copy of the invoice is required for a credit.

G.3 INVOICE REQUIREMENTS

The contractor shall submit a draft copy of an invoice backup in Excel to the FEDSIM COR and GSA IT TPOC for review prior to its submission to GSA. The draft invoice shall not be construed as a proper invoice in accordance with FAR 32.9 and GSAM 532.9.

If the TO has different contract types, each should be addressed separately in the invoice submission.

The final invoice is desired to be submitted within six months of project completion. Upon project completion, the contractor shall provide a final invoice status update monthly.

Regardless of contract type, the contractor shall report the following metadata:

a. GWAC Contract Number
b. Task Order Award Number (NOT the Solicitation Number)
c. Contractor Invoice Number
d. Contractor Name
e. Point of Contact Information
f. Current period of performance.
g. Amount of invoice that was subcontracted.

The amount of invoice that was subcontracted to a small business shall be made available upon request.

G.3.1 COST-PLUS-AWARD-FEE (CPAF) CLINs (for LABOR)

The contractor may invoice monthly on the basis of cost incurred for the CPAF CLINs. The invoice shall include the period of performance covered by the invoice (all current charges shall be within the active period of performance) and the CLIN number and title. All hours and costs

shall be reported by CLIN element (as shown in Section B), by contractor employee, and shall be provided for the current billing month and in total from project inception to date. The contractor shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date.

    a. Employee name (current and past employees)
    b. Employee company
    c. Exempt or non-exempt designation
    d. Employee Alliant Small Business labor category
    e. Current monthly and total cumulative hours worked
    f. Direct Labor Rate
    g. Corresponding proposed rate
    h. Effective hourly rate (e.g., cumulative costs/cumulative hours)
    i. Current approved billing rate percentages in support of costs billed
    j. Itemization of cost centers applied to each individual invoiced
    k. Itemized breakout of indirect costs (e.g., Fringe, Overhead (OH), General and Administrative (G&A) burdened costs for each individual invoiced (rollups are unacceptable))
    l. Any cost incurred not billed by CLIN (e.g., lagging costs)
    m. Labor adjustments from any previous months (e.g., timesheet corrections)
    n. Provide comments for deviation outside of 15% of bid rates.

All cost presentations provided by the contractor in Excel shall show indirect charges itemized by individual with corresponding indirect rates with cost center information. The invoice detail shall be organized by CLIN.

The contractor may invoice for fee after accepting the modification which includes the award fee determination and any corresponding deobligation of unearned fee. See the AFDP in Section J, Attachment C for additional information on the award fee determination process.

G.3.2 FIRM-FIXED-PRICE (FFP) CLINs

The contractor may invoice as stated in Section B for the FFP CLINs. The invoice shall include the period of performance covered by the invoice (all current charges shall be within the active period of performance) and the CLIN number and title. All prices shall be reported by CLIN element (as shown in Section B) and shall be provided for the current invoice and in total from project inception to date. The contractor shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date.

    a. FFP period of performance – as stated in Section B
    b. Total Amount Paid (Lump Sum) by CLIN

G.3.3 TOOLS AND OTHER DIRECT COSTS (ODCs)

The contractor may invoice monthly on the basis of cost incurred for the Tools and ODC CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN

number and title. In addition, the contractor shall provide the following detailed information for each invoice submitted, as applicable. Spreadsheet submissions are required.

a. Tools and/or ODCs purchased
b. Request to Initiate Purchase (RIP) or Consent to Purchase (CTP) number or identifier
c. Date accepted by the Government
d. Associated CLIN
e. Project-to-date totals by CLIN
f. Cost incurred not billed by CLIN
g. Remaining balance of the CLIN

All cost presentations provided by the contractor shall also include Overhead charges, General and Administrative charges and Fee in accordance with the contractor's Defense Contract Audit Agency (DCAA) cost disclosure statement.

G.3.4   TRAVEL

Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

a. Federal Travel Regulation (FTR) - prescribed by the GSA, for travel in the contiguous U.S.

The contractor may invoice monthly on the basis of cost incurred for cost of travel comparable with the FTR. The invoice shall include the period of performance covered by the invoice, the CLIN number and title. Separate worksheets, in MS Excel format, shall be submitted for travel.

CLIN/Task Total Travel: This invoice information shall identify all cumulative travel costs billed by CLIN/Task. The current invoice period's travel details shall include separate columns and totals and include the following:

a. Travel Authorization Request number or identifier, approver name, and approval date
b. Current invoice period
c. Names of persons traveling
d. Number of travel days
e. Dates of travel
f. Number of days per diem charged
g. Per diem rate used
h. Total per diem charged
i. Transportation costs
j. Total charges
k. Explanation of variances exceeding ten percent of the approved versus actual costs
l. Indirect handling rate

All cost presentations provided by the contractor shall also include Overhead charges and General and Administrative charges in accordance with the contractor's DCAA cost disclosure statement.

G.4 TASK ORDER CLOSEOUT

The Government will unilaterally close out the TO six years after the end of the TO period of performance if the contractor does not provide final DCAA rates by that time.

H.1   CONTRACTOR PERSONNEL

It is desired that the proposed contractor personnel performing Task 2, Database Services (C.5.2) possess at least one database certification in Oracle, Sybase, or some other equivalent industry recognized certification at time of proposal submission. It is desired that the proposed contractor personnel performing Task 3, Middleware Support Services (C.5.3) have a minimum of five years of experience working with middleware components, in particular, JBoss, Oracle Fusion Middleware, and Web Server technologies at time of proposal submission. It is desired that the proposed contractor personnel performing Task 1, Subtask 9, Manage and Maintain Operational Documentation (C.5.1.9) possess Certified Authorization Professional ® at time of proposal submission.

H.1.1   KEY PERSONNEL

The following are the minimum personnel who shall be designated as "Key." The Government does not intend to dictate the composition of the ideal team to perform this TO.

    a.   Program Manager (PM)
    b.   Senior Database Administrator (SDA)
    c.   Application/Web/Middleware Server Administrator (MSA)

The Government desires that Key Personnel be assigned for the duration of the TO.

H.1.1.1   PROGRAM MANAGER

The contractor shall identify a PM to serve as the Government's primary point of contact and to provide overall leadership and guidance for all contractor personnel assigned to the TO. The PM is ultimately responsible for the quality and efficiency of the TO to include both technical issues and business processes. The PM shall have organizational authority to execute the requirements of the TO. The PM shall assign tasks to contractor personnel, supervise on-going technical efforts, and manage overall TO performance. This individual shall have the ultimate authority to commit the contractor's organization and make decisions for the contractor's organization in response to Government issues, concerns, or problems. This person shall be readily available to respond to Government questions, concerns, and comments, as well as be proactive in alerting the Government to potential contractual or programmatic issues.

It is required that the proposed PM have the following qualifications at the time of proposal submission:

    a.   Project Management Professional (PMP®) Certification.
    b.   ITIL® Foundation and/or Practitioner Certification, for either ITIL® v.2 or v.3.

It is desired that the proposed PM has the following qualifications:

    a.   Demonstrated experience in the management and control of complex information technology infrastructure involving internet and multiple disparate network subsystems that are in similar size and scope as described in this TOR.
    b.   Demonstrated experience with the management, manpower utilization, and supervision of employees (including subcontractors) of various labor categories and skills in projects similar in size and scope as proposed for the TOR.

c. Experience in a quality assurance environment that includes, at a minimum, knowledge of customer satisfaction tracking, user complaint and monitoring programs, and quality control (QC) programs.

d. Demonstrated ability for oral and written communication with the highest levels of management including the ability to effectively communicate technical details.

H.1.1.2 SENIOR DATABASE ADMINISTRATOR

The Senior Database Administrator shall manage and maintain all production and nonproduction databases.

It is required that the Senior Database Administrator have the following qualifications at the time of proposal submission:

a. Bachelor's Degree in Computer Science, Information Systems, or other related field or equivalent work experience.

b. At least one industry recognized certification in a database discipline (i.e., Oracle certification, etc.).

c. A minimum of five years experience working with various database management systems in database design, testing, implementation, maintenance, and administration in a multiple platform environment.

d. A minimum of five years experience tuning and optimizing SQL.

It is desired that the Senior Database Administrator have the following qualifications:

a. Demonstrated responsibility for standards and design of physical data storage, maintenance, access, and security administration.

b. Demonstrated ability to perform backup and recovery on Database Management Systems, configure database parameters, and prototype designs against logical data models, and define data repository requirements, data dictionaries, and warehousing requirements.

c. Demonstrated ability to optimize database access and allocate/re-allocate database resources for optimum configuration, database performance, and cost;and, to perform the task of database migration and conversation to different platforms.

d. Demonstrated ability to replicate database between different platforms.

e. Demonstrated ability to perform tasks relating to disaster recovery.

f. Demonstrated ability and knowledge of cloud computing.

g. Demonstrated ability to tune SQL statements and ensure all database parameters/settings are optimally configured for performance.

H.1.1.3 APPLICATION/WEB/MIDDLEWARE SERVER ADMINISTRATOR

The Application Server/Middleware Administrator manages and maintains all production and nonproduction middleware instances. This Key Personnel is responsible for establishing middleware standards, designing middleware components that are highly-available, and providing maintenance, access, and security administration.

It is required that the Application/Web/Middleware Server Administrator have the following qualifications at the time of proposal submission:

a. Bachelor's Degree in Computer Science, Information Systems, or other related field or equivalent work experience.
b. A minimum of five years experience in software engineering.

It is desired that the Application/Web/Middleware Server Administrator have the following qualifications:

a. Demonstrated experience managing a large and complex application server infrastructure (example 200+ JBoss) instances as well as experience with performance tuning of J2EE applications and configuring middleware components.
b. Demonstrated experience with troubleshooting management complex issues related to applications and middleware.
c. Hands-on experience with application server installation, configuration, clustering, and administration, preferably on Unix/Linux platforms or cloud based environments and the ability to install and securely implement enterprise middleware components. Strong understanding of web application architectures.
d. Demonstrated ability to configure clustering and load-balancing across VMs or within VMs optimizing memory and resource usage across the multiple instances.
e. Demonstrated experience with SOA architectures, including Enterprise Service Bus, Workflow components and the development of large scale SOA implementations.
f. Demonstrated experience with J2EE application servers, Oracle, Perl, Shell, HTTP, and Apache in UNIX/Linux.
g. Demonstrated experience with JVM configuration and monitoring as well as skills with the following: Java development, JBoss, J2EE, and Shell Scripts.
h. Demonstrated experience configuring highly available web server farms and managing web server security.
i. Familiarity with network and security architectures to be able to perform troubleshooting to resolve middleware platform issues.

H.1.2 KEY PERSONNEL SUBSTITUTION

The contractor shall not replace any personnel designated as Key Personnel without the written concurrence of the FEDSIM CO. Prior to utilizing other than personnel specified in quotes in response to a TOR the contractor shall notify the Ordering CO and the Ordering COR of the existing TO. This notification shall be no later than ten calendar days (unless otherwise stated in the TO) in advance of any proposed substitution and shall include justification (including resume(s) and labor category of proposed substitution(s)) in sufficient detail to permit evaluation of the impact on TO performance.

Substitute personnel qualifications shall be equal to, or greater than, those of the personnel substituted. If the FEDSIM CO and the FEDSIM COR determine that a proposed substitute personnel is unacceptable, or that the reduction of effort would be so substantial as to impair the successful performance of the work under the TO, the contractor may be subject to default action as prescribed by FAR 52.249-6 Termination.

H.2 GOVERNMENT-FURNISHED PROPERTY (GFP)

Government-furnished equipment/property (GFE/GFP) will be provided as required to meet the requirements of this TO. Government furnished property will include:

a. Laptop computer loaded with GSA common operating environment.
b. Additional job-specific software including:
    a. Oracle Developer
    b. TOAD
    c. Foglight
c. Cellular telephone
d. Access badges and security tokens as required.

H.3 GOVERNMENT-FURNISHED INFORMATION (GFI)

Infrastructure documentation, inventory lists, project lists, and Operating and Procedure manuals are located with the GSA IT documentation portal. Access to the portal will be provided at award. DMS-specific server footprints are located in Section J, Attachment H.

H.4 SECURITY REQUIREMENTS

The contractor shall comply with GSA Order 2100.1L, "IT Security Policy", GSA Order ADM 9732.1C, "Suitability and Personnel Security", agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive - 12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201. The contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a Federally-controlled facility or access to a Federal information system.

Background investigations are required for access to GSA information systems (including contractor operations that design, operate, test, maintain, and/or monitor GSA systems). The Risk Based Assessment is categorized as a "Moderate Risk" system; therefore, contractors supporting the TO shall be required to undergo a Minimin Background Investigation (MBI). The contractor shall adhere to all security-related laws, requirements, and regulations that bind the Government. The contractor shall have all staff members complete a confidentiality agreement prior to working under this TO. Contractor personnel involved in the management, operation, programming, maintenance, and/or use of information technology shall be aware of these responsibilities and fulfill them. Detailed secuity responsibilities for the contractor are found in the GSA Orders/Handbooks listed in the TOR. Contractor personnel will not have access to Government computer information systems and Government sensitive information without a completed background investigation.

Work on this project may require contractor personnel to have access to limited information to fully integrate financial, operational, procurement, and personnel data. The clearance is considered sensitive, but unclassified.

The TO requires the contractor to be responsible for properly protecting all information used, gathered, or developed as a result of work under this TO. In addition, the contractor is required to protect all Government data, equipment, etc., by treating the information as sensitive.

The TO performance work statement requires the contractor to ensure appropriate administrative, technical, and physical safeguards are established to ensure the security and confidentiality of this information, data, and/or equipment is properly protected.

The FEDSIM COR and CO retain the right to request removal of contractor personnel, regardless of prior clearance, whose actions, while assigned to this TO clearly conflict with the interest of the Government.

H.4.1 INFORMATION ASSURANCE

The contractor may have access to sensitive (to include privileged and confidential) data, information, and materials of the U.S. Government. These printed and electronic documents are for internal use only and remain the sole property of the U.S. Government. Some of these materials are protected by the Privacy Act of 1974 (AMENDED) and Title 38. Unauthorized disclosure of Privacy Act or Title 38 covered materials is a criminal offense.

H.4.1.1 GSA INFORMATION TECHNOLOGY (IT) SECURITY REQUIREMENTS

The contractor shall deliver an IT Security Plan (Section F, Deliverable 12) within 30 calendar days of award that describes the processes and procedures that will be followed to ensure appropriate security of IT resources that are developed, processed, or used under this order. The IT Security Plan shall comply with applicable Federal laws including, but not limited to, 40 U.S.C. 11331, the FISMA of 2002, and the E-Government Act of 2002. The IT Security Plan shall meet IT security requirements in accordance with Federal and GSA policies and procedures, including General Services Administration Acquisition Regulation (GSAR) clause 552.239-71. The contractor shall submit written proof of IT security authorization (Section F, Deliverable 13) six months after award, and verify that the IT Security Plan remains valid annually.

H.4.1.2 SAFEGUARDING SENSITIVE DATA AND INFORMATION TECHNOLOGY RESOURCES

In accordance with FAR 39.105, this section is included in this TO. This section applies to all users of sensitive data and IT resources, including awardees, contractors, subcontractors, lessors, suppliers, and manufacturers.

The following GSA policies must be followed. These policies can be found at:
http://www.gsa.gov/directives

  a. CIO 2100.1J GSA Information Technology (IT) Security Policy
  b. CIO P 2100.2B GSA Wireless Local Area Network (LAN) Security
  c. CIO 2100.3B Mandatory Information Technology (IT) Security Training Requirement for Agency and Contractor Employees with Significant Security Responsibilities
  d. CIO 2102.1 Information Technology (IT) Integration Policy
  e. CIO 2104.1A GSA Information Technology IT General Rules of Behavior
  f. CIO CHGE 1 2105.1C GSA Section 508: Managing Information and Communications Technology (ICT) for Individuals with Disabilities
  g. CIO 2106.1 GSA Social Media Policy
  h. CIO 2107.1 Implementation of the Online Resource Reservation Software

    i.   CIO 2160.4A Provisioning of Information Technology (IT) Devices
    j.   CIO 2162.1 Digital Signatures
    k.   CIO P 2165.2 GSA Telecommunications Policy
    l.   CIO P 2180.1 GSA Rules of Behavior for Handling Personally Identifiable Information (PII)
    m. CIO 2182.2 Mandatory Use of Personal Identity Verification (PIV) Credentials
    n.   CIO P 1878.2A Conducting Privacy Impact Assessments (PIAs) in GSA
    o.   CIO 9297.1 GSA Data Release Policy
    p.   CIO 9297.2B GSA Information Breach Notification Policy
    q.   ADM P 9732.1 D Suitability and Personnel Security

This section shall be inserted in all subcontracts.

H.4.2 NEW CONTRACTOR PERSONNEL

The contractor shall notify GSA IT Personnel and Security Administration when new employees have been approved to work on the contract. Before arriving at GSA, each contractor employee shall submit necessary clearance paperwork to the GSA Security Office through the designated contractor single security point of contact; packages must be submitted as a single, complete, and comprehensive package. Contractor employees without clearances will be provided visitor badges.

H.4.2.1 DEPARTING CONTRACTOR PERSONNEL

The contractor shall notify GSA IT Personnel and Security Administration when contractor personnel will no longer be working on the contract. The contractor shall turn in all badges, GFE/GFP and deliverables, and provide an updated list of GFE/GFP.

H.4.3 PROCESSING OF BACKGROUND INVESTIGATION PACKAGES

General note: incomplete Contractor Information Worksheet and/or other forms: If Federal Protective Service Contractor Suitability and Adjudication Division (FPS) finds that the Contractor Information Worksheet (CIW) and/or other forms are notcorrect, FPS e-mails the contractor, contractor company, POC and requesting official to request them to correct the information. Either the requesting official or POC mayforward the corrected CIW and/or information to FPS. FPS cannot begin their suitabilitydetermination process until the personnel investigation forms are satisfactorily completedand all signature pages are received by FPS.

Step 1: Contractor provides CIW information.
    a.   When contractors are assigned to a new contract, they provide CIW information. In certain cases, the contractor's company PM/POC might provide all or part of this information.
    b.   Contractors without an e-mail address of their own should use their contractor company's e-mail address.

Step 2: Contractor provides biometrics to a fingerprint service provider.
    a.   Go to a local police station, FPS, or GSA live-scan station, GSA HR department, or other agency fingerprinting facility to submit fingerprints.

    b. If fingerprints are taken on paper, use FD258 Fingerprint Card.

    c. Fingerprint service provider should verify contractor's identity by examining two forms of identity source documents in original form. The identity source documents must come from the list of acceptable documents included in Form I-9 OMB No. 1115-0136, "Employment Eligibility Verification." At least one document shall be a valid State or Federal Government-issued picture ID.

Step 3: Fingerprint service provider forwards fingerprints to requesting official.

    a. Forward fingerprints to requesting official.

    b. If paper fingerprint cards are used, contractors should not be allowed to return their own fingerprint card to the requesting official. Requesting official should provide contractor with a prepaid, preaddressed, sealable envelope that the fingerprint service provider can use to return fingerprint card by mail, overnight express mail, or interoffice mail.

Step 4: Requesting official fills out and forwards CIW and fingerprints.

    a. Requesting official must perform the following steps before filling out the CIW:

        i. Assess job risk level. (See ch. 2-4.)

       ii. Select the type of personnel investigation needed. (See ch. 2-4-d.)

      iii. Select the types of GSA credentials needed. (See ch. 2-3.)

      iv. Decide whether IT access is needed. (See ch. 6.) Note that contractors needing routine access to GSA-occupied space for more than 6 months or contractors needing access to GSA IT systems need to have a PIV card.

    b. Fill out CIW. (See Attachment A for link to the form.)

    c. If e-QIP is not used for personnel investigation, the personnel investigation forms described in step 7 should be submitted with the CIW.

    d. Forward CIW and fingerprints (and personnel investigation forms if e-QIP is not used) to HSPD-12 POC.

Step 5: HSPD-12 POC reviews submitted forms and forwards to FPS.

    a. HSPD-12 POC reviews the CIW and, if needed, provides guidance to requesting official.

    b. Upon review of all documents, POC forwards the whole package securely by e-mail, fax, or overnight express mail in a sealed envelope to the appropriate FPS office as follows:

        i. For non-PBS contractor, requests go to FPS HQ. (See Attachment G for addresses.)

       ii. For PBS contractor requests go to regional FPS offices. (See Attachment G for addresses.)

      iii. For full FPS instructions, see the HSPD-12 Implementation site on the GSA InSite. (See GSA InSite > Information Technology > HSPD-12 Implementation > Policy and Guidance Resources.)

Step 6A: FPS sets up new suitability decision request.

    a. Receive new CIW and set up new request in their IT systems.

    b. Open new personnel investigation request with OPM in e-QIP system.

Step 6B: FPS sends e-QIP invite (if used).

    a. Send e-QIP invitation to contractor.

    b. Send notifications to HSPD-12 POC, requesting official, contractor, and contractor company

Step 7: Contractor fills out personnel investigation forms.
    a. Note: If e-QIP is not used, the personnel investigation forms should be submitted at step 4 with the CIW.
    b. Fill out personnel investigation forms. For complete instructions for e-QIP, see http://www.opm.gov/e-qip/.
        i. Logon to OPM's e-QIP system as per instructions in e-mail invite.
       ii. Fill out personnel investigation form (usually SF85P or SF86).
      iii. Print and sign all three signature pages.

Step 8: Contractor forwards signature forms. Forward signature pages to requesting official.

Step 9: Requesting official forwards signature forms. Forward signature pages to HSPD-12 POC.

Step 10: HSPD-12 POC forwards signature forms to FPS. Forward signature pages to FPS.

Step 11: FPS conducts FBI fingerprint and other suitability checks. Refer to GSA HSPD12 Handbook for procedures for contractors with a prior investigation. Refer to GSA HSPD12 for procedures for unfavorable adjudication results. For more details on the FPS personnel investigation service, see the HSPD-12 Implementation site on the GSA InSite: GSA InSite > Information Technology > HSPD-12 Implementation > Policy and Guidance Resources.
    a. Send fingerprints to FBI for fingerprint check and receive results.
    b. Conduct other checks on contractor's background.
    c. Using contractor-provided information and results of various checks, make initial suitability decision.

Step 12: FPS releases personnel investigation request to OPM. Submit personnel investigation request to OPM.

Step 13: FPS informs all parties of initial suitability results.
    a. Forward initial suitability decision results to requesting official, HSPD-12 POC, contractor, and contractor company.
    b. Forward initial suitability results to GSA HSPD-12 Project Management Office (PMO) (HSPD-12Security@gsa.gov).

    c. Forward initial suitability results to GSA IT security (ITSecurity@gsa.gov).

Step 14A: Requesting official submits GSA HSPD-12 Personal Data Worksheet to POC. Submit Personal Data Worksheet to the HSPD-12 POC with all relevant information to be used for the GSA Managed Service Office (MSO) enrollment.

Step 14B: HSPD-12 POC submits sponsorship request to GSA HSPD-12 PMO. Submit sponsorship request to PMO using the Personal Data Worksheet (paper or electronic format).

Step 15: HSPD-12 PMO requests PIV card from MSO.
    a. Enroll contractor at MSO.
        i. Logon to MSO system as "Sponsor." (Use web browser to access URL https://gsa.identitymsp.com/AssuredIdentityPortal)
        ii. Enroll contractor by providing requested information. For more than one contractor, bulk upload the data, using MSO's provided tools.
    b. Request PIV card when doing enrollment.
    c. Provide FPS initial suitability results to MSO.
        i. Log onto MSO system as "Adjudicator." (Use web browser to access URL https://gsa.identitymsp.com/AssuredIdentityPortal.) For more than one contractor bulk upload the data, using MSO's provided tools.
        ii. Record initial favorable adjudication decision, thereby approving card production.
    d. Choose enrollment location. MSO sends e-mail notification to contractor of enrollment request.

Step 16: MSO and contractor provide biometrics and demographics.
    a. Contractor. Logon to the MSO scheduling Web site and select appointment location, date and time. (Use web browser to access URL https://www.schedulemsp.com/tc/login.do?url=10001)
    b. Contractor. Go to designated MSO enrollment center at scheduled date and time.
    c. Contractor. Provide one government issued photo ID and one other acceptable form of identification acceptable for use with Form I-9, OMB No. 1115-0136, "Employment Eligibility Verification." (See Attachment F.)
    d. MSO. Verify contractor's identity using I-9 credentials.
        i. The MSO enrollment officer must meet the contractor in person and verify the contractor's identity source documents. The MSO enrollment officer verifies the contractor's identification by evaluating the documents.
        ii. Identity source documents should be inspected visually and may be verified electronically as being unaltered and authentic. If electronic means are unavailable, the MSO enrollment officer will use other means to verify the identity source documents.
        iii. For each identity source document, the MSO enrollment officer must record the following information: title, issuing authority, document number, expiration date.
        iv. Personal information collected for identification purposes must be handled consistent with the Privacy Act of 1974 (5 U.S.C. 552a).
    e. MSO. Capture contractor photo, fingerprints, and additional personal data as needed.
    f. MSO enrollment officer (PIV Registrar) digitally signs enrollment transaction.

Step 17: MSO prints and ships PIV card to MSO/GSA activation location.
    a. Print and ship PIV card to MSO activation location.
    b. Send notification to contractor and HSPD-12 POC of estimated availability of PIV card at designated location.

Step 18: PIV card activator and contractor activate PIV card.

    a. Contractor. Go to designated MSO or GSA activation point when notified that PIV card is available.

    b. PIV card activator. Verify contractor's identity and provide unactivated PIV card.

    c. Contractor. Use PIV card Activation Station to activate PIV card. Activation Station activates PIV card and loads on-board PKI certificates. Contractor sets PIN for PIV card.

Step 19: GSA IT grants initial IT access. GSA IT security provides initial IT access to contractor, if needed.

Step 20: FPS makes final suitability decision.

    a. Receive OPM investigation results and make final suitability decision.

    b. Inform requesting official, HSPD-12 POC, contractor, and contractor company of final suitability results.

    c. Inform HSPD-12 PMO (HSPD-12Security@gsa.gov) and GSA IT security (ITSecurity@gsa.gov) of results.

Step 21: GSA IT grants full IT access. Provide full IT access to contractor if final suitability results are favorable and if IT access is needed.

H.5 ORGANIZATIONAL CONFLICT OF INTEREST AND NON-DISCLOSURE REQUIREMENTS

H.5.1 ORGANIZATIONAL CONFLICT OF INTEREST (OCI)

    a. If a contractor has performed, is currently performing, or anticipates performing work that creates or represents an actual or potential OCI, the contractor shall immediately disclose this actual or potential OCI to the FEDSIM CO in accordance with FAR Subpart 9.5. The nature of the OCI may involve the prime contractor, subcontractors of any tier, or teaming partners.

    b. The contractor is required to complete and sign an OCI Statement (see Section J, Attachment I). The contractor must represent either that (1) It is not aware of any facts which create any actual or potential OCI relating to the award of this contract, or (2) It has included information in its proposal, providing all current information bearing on the existence of any actual or potential OCI and has included a mitigation plan in accordance with paragraph (c) below.

    c. If the contractor with an actual or potential OCI believes the conflict can be avoided, neutralized, or mitigated, the contractor shall submit a mitigation plan to the Government for review.

    d. In addition to the mitigation plan, the FEDSIM CO may require further information from the contractor. The FEDSIM CO will use all information submitted by the contractor, and any other relevant information known to GSA, to determine whether an award to the contractor may take place, and whether the mitigation plan adequately avoids, neutralizes, or mitigates the OCI.

    e. If any such conflict of interest is found to exist, the FEDSIM CO may determine that the conflict cannot be avoided, neutralized, mitigated, or otherwise resolved to the satisfaction of the Government, and the contractor may be found ineligible for award. Alternatively, the FEDSIM CO may determine that it is otherwise in the best interest of

the U.S. to contract with the contractor and include the appropriate provisions to avoid, neutralize, mitigate, or waive such conflict in the contract awarded.

H.5.2 NON-DISCLOSURE REQUIREMENTS

If the contractor acts on behalf of, or provides advice with respect to any phase of an agency procurement, as defined in FAR 3.104-4, then the contractor shall execute and submit a Corporate Non-Disclosure Agreement (NDA) Form (Section J, Attachment J) and ensure that all its personnel (to include subcontractors, teaming partners, and consultants) who will be personally and substantially involved in the performance of the TO:

a. Are listed on a signed Addendum to Corporate Non-Disclosure Agreement (NDA) Form (Section J, Attachment K) prior to the commencement of any work on the TO.
b. Are instructed in the FAR 3.104 requirements for disclosure, protection, and marking of contractor bid or proposal information, or source selection information.
c. Are instructed in FAR Part 9 for third-party disclosures when acting in an advisory capacity.

All proposed replacement contractor personnel also must be listed on a signed Addendum to Corporate NDA and be instructed in the requirements of FAR 3.104. Any information provided by contractors in the performance of this TO or obtained from the Government is only to be used in the performance of the TO. The contractor shall put in place appropriate procedures for the protection of such information and shall be liable to the Government for any misuse or unauthorized disclosure of such information by its personnel, as defined above.

H.6 SECTION 508 COMPLIANCE REQUIREMENTS

This requirement is exempt from Section 508 compliance under FAR 39.204(d) Back Office Exemption. The equipment, under the scope of the TO, is located in spaces frequented only by service personnel for maintenance, repair, and occasional monitoring.

H.7 ACCEPTABLE COST ACCOUNTING SYSTEM

The adequacy of the contractor's accounting system and its associated internal control system, as well as contractor compliance with the Cost Accounting Standards (CAS), affects the quality and validity of the contractor data upon which the Government must rely for its management oversight of the contractor and contract performance. The contractor's cost accounting system shall be adequate during the entire period of performance and shall permit timely development of all necessary cost data in the form required by the contract.

H.8 APPROVED PURCHASING SYSTEMS

The objective of a contractor purchasing system assessment is to confirm it is a Government-approved purchasing system and evaluate the efficiency and effectiveness with which the contractor spends Government funds and complies with Government policy with subcontracting. A Government audited and approved purchasing system (e.g. approved by DCAA or DCMA) is not mandatory but is preferred.

When reviews are conducted of the purchasing system during the performance of the TO, the contractor shall provide the results of the review to the FEDSIM CO within ten workdays from the date the results are known to the contractor.

H.9   TRAVEL

H.9.1   TRAVEL REGULATIONS

Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

    a.   Federal Travel Regulations (FTR) - prescribed by the GSA, for travel in the contiguous U.S.

H.9.2   TRAVEL AUTHORIZATION REQUESTS (TAR)

Before undertaking travel to any Government site or any other site in performance of this TO, the contractor shall have this travel approved by, and coordinated with, the FEDSIM COR. Notification shall include, at a minimum, the number of persons in the party, traveler name, destination, duration of stay, purpose, and estimated cost. Prior to any long-distance travel, the contractor shall prepare a TAR (Section J, Attachment L) for Government review and approval. Long-distance travel will be reimbursed for cost of travel comparable with the FTR.

Requests for travel approval shall:

    a.   Be prepared in a legible manner.
    b.   Include a description of the travel proposed including a statement as to purpose.
    c.   Be summarized by traveler.
    d.   Identify the TO number.
    e.   Identify the CLIN associated with the travel.
    f.   Be submitted in advance of the travel with sufficient time to permit review and approval.

The contractor shall use only the minimum number of travelers and rental cars needed to accomplish the task(s). Travel shall be scheduled during normal duty hours whenever possible.

H.10   TOOLS AND/OR ODCs

The Government may require the contractor to purchase hardware, software, and related supplies critical and related to the services being acquired under the TO. Such requirements will be identified at the time a TOR is issued or may be identified during the course of a TO by the Government or the contractor. If the contractor initiates a purchase within the scope of this TO and the prime contractor has an approved purchasing system, the contractor shall submit to the FEDSIM COR a RIP (Section J, Attachment M). If the prime contractor does not have an approved purchasing system, the contractor shall submit to the FEDSIM CO a CTP (Section J, Attachment N). The RIP or CTP shall include the purpose, specific items, estimated cost, cost comparison, and rationale. The contractor shall not make any purchases without an approved RIP from the FEDSIM COR or an approved CTP from the FEDSIM CO and without complying with the requirements of Section H.11.2.

H.11   COMMERCIAL SUPPLIER AGREEMENTS

H.11.1   The Government understands that commercial software tools that may be purchased in furtherance of this TO as described in Section C.5 and as contemplated in the Tools and ODC CLINs in Section B.4 (included with final TOR) may be subject to commercial agreements which may take a variety of forms, including without limitation licensing agreements, terms of

service, maintenance agreements, and the like, whether existing in hard copy or in an electronic or online format such as "clickwrap" or "browsewrap" (collectively, "Supplier Agreements"). For purposes of this TO, the Software Supplier Agreements are "collateral agreements" within the meaning of the FAR clause at 52.227-14.

H.11.2 The contractor shall ensure that any proposed Supplier Agreements allow the associated software and services to be used as necessary to achieve the objectives of this TO. The contractor shall provide all applicable Supplier Agreements to the FEDSIM CO prior to purchase and shall cooperate with the Government, including negotiations with the licensor as appropriate, to ensure compliance with this Section. Without limiting the generality of the foregoing, a compliant Supplier Agreement shall permit all of the following at no extra charge to the Government: (a) access and use by support contractors, including a successor contractor upon termination or expiration of this TO; (b) transfer to a different data center and/or a successor contractor's cloud; and (c) the creation of derivative works that shall be subject to at least the same rights as set forth in subparagraphs (a) and (b) above. The above rights constitute "other rights and limitations" as contemplated in subparagraph (d) of the FAR clause at 52.227-14, Rights In Data – General (May 2014), Alternate III (Dec 2007).

H.12 NEWS RELEASE

The offeror shall not make any news release pertaining to this procurement without prior Government approval and only in coordination with the FEDSIM CO.

H.13 INTELLECTUAL PROPERTY RIGHTS

The existence of any patent, patent application or other intellectual property right that encumbers any deliverable must be disclosed in writing on the cover letter that accompanies the delivery. If no such disclosures are provided, the data rights provisions in FAR 52.227-14 apply.

H.14 AWARD FEE

See the Award Fee Determination Plan in Section J, Attachment C.

I.1 TASK ORDER CLAUSES

All applicable and required provisions/clauses set forth in FAR 52.301 automatically flow down to all Alliant Small Business TOs, based on their specific contract type (e.g., cost, fixed-price, etc.), statement of work, competition requirements, commercial or not commercial, and dollar value as of the date the TO solicitation is issued.

I.2   FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This TO incorporates one or more clauses by reference with the same force and effect as if they were given in full text. Upon request, the FEDSIM CO will make their full text available. Also, the full text of a provision may be accessed electronically at the FAR website:

http://www.acquisition.gov/far/

FAR	TITLE	DATE
52.203-13	Contractor Code of Business Ethics and Conduct	OCT 2015
52.203-14	Display of Hotline Poster(s) https://www.gsaig.gov/sites/default/files/GSA_OIG_Fraud_Hotline_Poster.pdf	OCT 2015
52.203-17	Contractor Employee Whistleblower Rights and Requirement to Inform Employees of Whistleblower Rights	APR 2014
52.204-2	Security Requirements	AUG 1996
52.204-9	Personal Identity Verification of Contractor Personnel	JAN 2011
52.204-10	Reporting Executive Compensation and First-Tier Subcontract Awards	OCT 2016
52.204-13	System for Award Management Maintenance	OCT 2016
52.204-14	Service Contract Reporting Requirements	OCT 2016
52.204-21	Basic Safeguarding of Covered Contractor Information Systems	JUN 2016
52.215-22	Limitations on Pass-Through Charges—Identification of Subcontract Effort	OCT 2009
52.215-23	Limitations on Pass-Through Charges	OCT 2009
52.216-7	Allowable Cost and Payment Fill-in: 30 days	JUN 2013
52.217-5	Evaluation of Options	JUL 1990
52.219-8	Utilization of Small Business Concerns	NOV 2016

FAR	TITLE	DATE
52.223-16	Acquisition of EPEAT®-Registered Personal Computer Products	OCT 2015
52.224-1	Privacy Act Notification	APR 1984
52.224-2	Privacy Act	APR 1984
52.225-13	Restrictions on Certain Foreign Purchases	JUN 2008
52.225-25	Prohibition on Contracting With Entities Engaging in Certain Activities or Transactions Relating to Iran—Representations and Certifications	OCT 2015
52.227-14	Rights in Data – General	MAY 2014
52.227-14	Rights In Data – General Alternate II and III	DEC 2007
52.232-22	Limitation of Funds	DEC 2007
52.232-40	Providing Accelerated Payments to Small Business Subcontractors	DEC 2007
52.239-1	Privacy or Security Safeguards	APR 1984
52.244-6	Subcontracts for Commercial Items	DEC 2013
52.246-5	Inspection of Services—Cost-Reimbursement	AUG 1996
52.246-25	Limitation of Liability – Services	JAN 2017
52.247-67	Submission of Transportation Documents for Audit Fill-in: COR, see Section G	APR 1984
52.249-6	Termination (Cost-Reimbursement)	FEB 1997
52.249-14	Excusable Delays	FEB 2006
52.251-1	Government Supply Sources	MAY 2004

I.2.1 FAR CLAUSES INCORPORATED BY FULL TEXT

FAR 52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed six months. The Contracting Officer may exercise the option by written notice to the Contractor within **30 days** of the end of the period of performance.

(End of clause)

FAR 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

    a. The Government may extend the term of this contract by written notice to the Contractor within **30 days**; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least **60 days** before the contract expires. The preliminary notice does not commit the Government to an extension.

    b. If the Government exercises this option, the extended contract shall be considered to include this option clause.

    c. The total duration of this contract, including the exercise of any options under this clause, shall not exceed **75 months**

(End of clause)

I.3 GENERAL SERVICES ADMINISTRATION ACQUISITION MANUAL (GSAM), CLAUSES INCORPORATED BY REFERENCE

The full text of a provision may be accessed electronically at the GSAM website:

https://www.acquisition.gov/gsam/gsam.html/

GSAM	TITLE	DATE
552.204-9	Personal Identity Verification Requirements	OCT 2012
552.212-4	Contract Terms and Conditions-Commercial Items (Alternate II) (FAR Deviation)	JUL 2015
552.212-71	Contract Terms and Conditions Applicable to GSA Acquisition of Commercial Items	JUN 2016
552.215-70	Examination of Records by GSA	JUL 2016
552.225-5	Government as Additional Insured	JAN 2016
552.232-25	Prompt Payment	NOV 2009
552.232-78	Payment Information	JUL 2000
552.239-70	Information Technology Security Plan and Security Authorization	JUN 2011
552.239-71	Security Requirements for Unclassified Information Technology Resources	JAN 2012

I.3.1 GENERAL SERVICES ADMINISTRATION ACQUISITION MANUAL (GSAM), CLAUSES INCORPORATED BY FULL TEXT

552.232-39 Unenforceability of Unauthorized Obligations. (FAR Deviation)(July 2015)

    (a) Except as stated in paragraph (b) of this clause, when any supply or service acquired under this contract is subject to any commercial supplier agreement (as defined in 502.101) that includes any language, provision, or clause requiring the Government to indemnify the

Contractor or any person or entity for damages, costs, fees, or any other loss or liability that would create an Anti-Deficiency Act violation (31 U.S.C. 1341), the following shall govern:

(1) Any such language, provision, or clause is unenforceable against the Government.

(2) Neither the Government nor any Government authorized end user shall be deemed to have agreed to such clause by virtue of it appearing in the commercial supplier agreement. If the commercial supplier agreement is invoked through an "I agree" click box or other comparable mechanism (e.g., "click-wrap" or "browse-wrap" agreements), execution does not bind the Government or any Government authorized end user to such clause.

(3) Any such language, provision, or clause is deemed to be stricken from the commercial supplier agreement.

(b) Paragraph (a) of this clause does not apply to indemnification by the Government that is expressly authorized by statute and specifically authorized under applicable agency regulations and procedures.

End of Clause

552.232-78   COMMERCIAL SUPPLIER AGREEMENTS – UNENFORCABLE CLAUSES (JULY 2015)

(a) When any supply or service acquired under this contract is subject to a commercial supplier agreement, the following language shall be deemed incorporated into the commercial supplier agreement. As used herein, "this agreement" means the commercial supplier agreement:

(1) Notwithstanding any other provision of this agreement, when the end user is an agency or instrumentality of the U.S. Government, the following shall apply:

(i) *Applicability*. This agreement is part of a contract between the commercial supplier and the U.S. Government for the acquisition of the supply or service that necessitates a license (including all contracts, task orders, and delivery orders not using FAR Part 12).

(ii) *End user*. This agreement shall bind the ordering activity as end user but shall not operate to bind a Government employee or person acting on behalf of the Government in his or her personal capacity.

(iii) *Law and disputes*. This agreement is governed by Federal law. (A) Any language purporting to subject the U.S. Government to the laws of a U.S. state, U.S. territory, district, or municipality, or foreign nation, except where Federal law expressly provides for the application of such laws, is hereby deleted. (B) Any language requiring dispute resolution in a specific forum or venue that is different from that prescribed by applicable Federal law is hereby deleted. (C) Any language prescribing a

different time period for bringing an action than that prescribed by applicable Federal law in relation to a dispute is hereby deleted.

(iv) *Continued performance*. If the supplier or licensor believes the ordering activity to be in breach of the agreement, it shall pursue its rights under the Contract Disputes Act or other applicable Federal statute while continuing performance as set forth in 52.233-1 Disputes.

(v) *Arbitration; equitable or injunctive relief*. In the event of a claim or dispute arising under or relating to this agreement, (A) binding arbitration shall not be used unless specifically authorized by agency guidance, and (B) equitable or injunctive relief, including the award of attorney fees, costs or interest, may be awarded against the U.S. Government only when explicitly provided by statute (e.g., Prompt Payment Act or Equal Access to Justice Act).

(vi) *Additional terms*.

(A) This commercial supplier agreement may unilaterally incorporate additional terms by reference. Terms may be included by reference using electronic means (e.g., via web links, click and accept, etc).   Such terms shall be enforceable only to the extent that:

(1) When included by reference using electronic means, the terms are readily available at referenced locations; and

(2) Terms do not materially change government obligations; and

(3) Terms do not increase government prices; and

(4) Terms do not decrease overall level of service; and

(5) Terms do not limit any other Government right addressed elsewhere in this contract.

(B) The order of precedence clause of this contract notwithstanding, any software license terms unilaterally revised subsequent to award that is inconsistent with any material term or provision of this contract is not enforceable against the government.

(vii) *No automatic renewals*. If any license or service tied to periodic payment is provided under this agreement (e.g., annual software maintenance or annual lease term}, such license or service shall not renew automatically upon expiration of its current term without prior express Government approval.

(viii) *Indemnification*. Any clause of this agreement requiring the commercial supplier or licensor to defend or indemnify the end user is hereby amended to provide that the U.S. Department of Justice has the sole right to represent the United States in any such action, in accordance with 28 U.S.C. 516.

(ix) *Audits*. Any clause of this agreement permitting the commercial supplier or licensor to audit the end user's compliance with this agreement is hereby amended as follows: (A) Discrepancies found in an audit may result in a charge by the commercial supplier or licensor to the ordering activity. Any resulting invoice must comply with the proper invoicing requirements specified in the underlying Government contract or order. (B) This charge, if disputed by the ordering activity, will be resolved through the Disputes clause at 52.233-1; no payment obligation shall arise on the part of the ordering activity until the conclusion of the dispute process. (C) Any audit requested by the contractor will be performed at the contractor's expense, without reimbursement by the Government.

(x) *Taxes or surcharges*. Any taxes or surcharges which the commercial supplier or licensor seeks to pass along to the Government as end user will be governed by the terms of the underlying Government contract or order and, in any event, must be submitted to the Contracting Officer for a determination of applicability prior to invoicing unless specifically agreed to otherwise in the Government contract.

(xi) *Non-assignment*. This agreement may not be assigned, nor may any rights or obligations thereunder be delegated, without the Government's prior approval, except as expressly permitted under the clause at 52.232-23, Assignment of Claims.

(xii) *Confidential information*. If this agreement includes a confidentiality clause, such clause is hereby amended to state that neither the agreement nor the Federal Supply Schedule price list shall be deemed "confidential information." Issues regarding release of "unit pricing" will be resolved consistent with the Freedom of Information Act. Notwithstanding anything in this agreement to the contrary, the Government may retain any confidential information as required by law, regulation or its internal document retention procedures for legal, regulatory or compliance purposes; provided, however, that all such retained confidential information will continue to be subject to the confidentiality obligations of this agreement.

(2) If any provision of this agreement conflicts or is inconsistent with the preceding subparagraph (a)(1), the provisions of subparagraph (a)(1) shall prevail to the extent of such inconsistency.]

End of Clause

J.1 LIST OF ATTACHMENTS

The following attachments are attached, either in full text or electronically at the end of the TOR.

ATTACHMENT	TITLE
A	COR Appointment Letter
B	Acronym List
C	Draft Award Fee Determination Plan (AFDP)
D	Problem Notification Report (PNR)
E	Monthly Status Report (MSR)Template
F	Trip Report Template
G	Deliverable Acceptance-Rejection Report
H	DMS Database and Middleware Server Footprint
I	Organizational Conflict of Interest (OCI)Statement
J	Corporate Non-Disclosure Agreement (NDA)
K	Addendum to Corporate Non-Disclosure Agreement (NDA)
L	Travel Authorization Request (TAR) Template (electronically attached .xls)
M	Request to Initiate Purchase (RIP) Template (electronically attached .xls)
N	Consent to Purchase (CTP) Template (electronically attached .xls)
O	Current Service Level Agreements
P	Proposed SLA Template
Q	Incremental Funding Table (Provided after TOA)
R	Cost/Price Excel Workbook (To be removed at time of award)
S	Project Staffing Plan Template (To be removed at time of award)
T	Key Personnel Qualification Matrix (KPQM) (To be removed at time of award)
U	Corporate Experience Template (To be removed at time of award)
V	Offeror Q&A Template (To be removed at time of award)

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L.1 FAR 52.252-1 SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (FEB 1998)

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the FEDSIM CO will make the full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation of offer. Also, the full text of a solicitation provision may be accessed electronically at this address:

https://www.acquisition.gov/far

FAR	TITLE	DATE
52.215-1	Instructions to Offerors-Competitive Acquisition	JAN 2004
52.232-38	Submission of Electronic Funds Transfer Information with Offer	JUL 2013

L.1.1 SOLICITATION PROVISIONS PROVIDED IN FULL TEXT

FAR 52.215-20 Requirements for Certified Cost or Pricing Data and Data Other Than Certified Cost or Pricing Data – Alternate IV (OCT 2010)

(a) Submission of certified cost or pricing data is not required.

(b) Provide data described below:

All data required to be submitted as part of the offeror's proposal is described in Sections L.5, L.6, and L.7 of this solicitation. The offeror must use the formats for submission of data prescribed in these sections. By submitting a proposal, the offeror grants the FEDSIM CO or an authorized representative the right to examine records that formed the basis for the pricing proposal. That examination can take place at any time before award. It may include those books, records, documents, and other types of factual data (regardless of form or whether the data are specifically referenced or included in the proposal as the basis for pricing) that will permit an adequate evaluation of the proposed price.

L.2 GENERAL INSTRUCTIONS

a. The offeror is expected to examine this entire solicitation document including the Master/Basic Contract. Failure to do so will be at the offeror's own risk.

b. The Government may make award based on initial offers received, without discussion of such offers. Proposals shall set forth full, accurate, and complete information as required by this solicitation package (including Attachments listed in Section J). The penalty for making false statements in proposals is prescribed in 18 U.S.C. 1001.

c. An offeror submitting restrictive data shall mark it as follows in accordance with the FAR 52.215-1, Instructions to Offerors - Competitive Acquisition, which is incorporated by reference. FAR Clause 52.215-1(e) states: "Restriction on disclosure and use of data. Offerors that include in their proposals data that they do not want disclosed to the public for any purpose, or used by the Government except for evaluation purposes, shall –

(1) Mark the title page with the following legend:

This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed--in whole or in part--for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of--or in connection with--the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained in sheets [insert numbers or other identification of sheets]; and

(2) Mark each sheet of data it wishes to restrict with the following legend:

Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal.

d. The Government assumes no liability for disclosure or use of unmarked data and may use or disclose the data for any purpose. Unless restricted, information submitted in response to this request may become subject to disclosure to the public pursuant to the provisions of the Freedom of Information Act (5 U.S.C. 551).

e. This procurement is conducted under the procedures of FAR Subpart 16.5. The policies and procedures of FAR Subpart 15.3 do not apply.

L.3   GENERAL INFORMATION

a. The total estimated CPAF of the TO is between $24.8 million and $27.6 million. The estimate does not include FFP, Tools, ODCs, Long-Distance Travel, and CAF. Any proposal that is not within this range shall include an explanation that specifically draws the Government's attention to any unique technical aspects of the proposal the offeror would like the Government to consider as the justification for the deviation from the range.

b. Proposals shall be valid for a period of not less than 120 calendar days from the date of delivery. **For proposal purposes only**, offerors shall use a Project Start date of December 1, 2017.

L.3.1   AVAILABILITY OF EQUIPMENT AND SOFTWARE

All commercial hardware and software proposed in response to this solicitation document shall have been formally announced for general release on or before the closing date of the solicitation. Failure to have equipment or software announced prior to submission of proposal may render the offeror's proposal unacceptable.

L.3.2   CONTRACTOR SUPPORT DURING TECHNICAL EVALUATION

The Government expects to have contractor support during the evaluation from E3 Federal Solutions, LLC. The prime offeror is encouraged to sign a Non-Disclosure Agreement (NDA) with E3 Federal Solutions, LLC for its submission that addresses the written and oral technical proposals (see GSAM 503.104-4). An offeror who chooses to enter into an NDA with E3 Federal Solutions, LLC shall submit its corporate NDA to the POC listed below specifically referencing this solicitation. If an NDA is signed, the NDA shall be submitted with the proposal Part I

submission. E3 Federal Solutions, LLC is prohibited from proposing on any work related to DMS.

E3 Federal Solutions, LLC
POC: Will Fortier
Telephone: 202.321.7011
Email: wfortier@e3federal.com

L.4 SUBMISSION OF OFFERS

Each offer shall be provided to the Government in three separately bound Parts and shall contain the following:

a. Part I –Written Cost/Price Proposal Information
b. Part II – Written Technical Proposal
c. Part III –Oral Technical Proposal Presentation

The offeror shall submit each Part on the due dates indicated on the Cover Letter.

Unless otherwise specified, one page is one side of an U.S. Letter size (8.5" x 11") piece of paper. All electronic files shall be in Microsoft Word or Excel formats. Any documents provided in Section J, List of Attachments shall be submitted using the same file format (e.g., Project Staffing Plan shall be submitted in Excel file format using the Excel template provided). Printed pages must maintain one inch margins, 12 point Times New Roman font, and be single spaced. Headers and footers may be of a font larger than 12 point, but shall not be smaller than ten point font. Charts/Graphics/Tables embedded in the proposal will count toward page limitations. Charts/Graphics/Tables must maintain a minimum of ten point Times New Roman font, including in the Part III slides. Ledger size (11" x 17") paper may be used in the Project Staffing Plan when providing charts/graphics/tables. A single side of an 11" x 17" piece of paper will be counted as two pages where page limitations apply. Items such as a Title Page, Table of Contents, Cover Letter, List of Figures, and Acronym Lists are excluded from the page counts below, unless they are inclusive of a document (e.g., a Table of Contents within the Draft Transition-In Plan), in which case it would count toward the stated page limitations. PDF files will be allowed for executed documents such as Letters of Commitment.

Any pages submitted beyond the page limitations will be removed and not evaluated.

L.5 SUBMISSION OF THE WRITTEN COST/PRICE PROPOSAL (PART I)

Audits may be performed by DCAA on the offeror and all subcontracts. Cost/Price Proposals shall meet the DCAA audit submittal requirements. The offeror shall fully support all proposed costs/prices. An offeror's proposal is presumed to represent the offeror's best efforts in response to the solicitation. Any inconsistency, whether real or apparent, between promised performance, and cost/price, shall be explained in the proposal.

The offeror shall provide adequate information, which will allow the Government to perform a Cost Realism analysis. Pursuant to FAR 15.404-1(d) (1), Cost Realism analysis is defined as:

"…the process of independently reviewing and evaluating specific elements of each offeror's proposed cost estimate to determine whether the estimated proposed cost elements are realistic for the work to be performed; reflect a clear

understanding of the requirements; and are consistent with the unique methods of performance and materials described in the offeror's technical proposal."

As indicated in Section L.1.1 under FAR Clause 52.215-20, a description of the data required to be submitted with the offeror's proposal in order to facilitate the Cost Realism analysis is provided below in Section L.5.2.3.

Written Cost/Price Proposals shall be submitted as one <u>original printed version and one electronic copy</u>. The offeror shall submit all proposed costs/prices using Microsoft Excel software utilizing the formats without cells locked and including all formulas. The offeror shall include adequate information, which will allow the Government to perform the required Cost Realism analysis.

The offeror shall not include any cost/price data in Parts II and III of the proposal.

L.5.1   WRITTEN COST/PRICE PROPOSAL INFORMATION (PART I)

Part I contains the Written Cost/Price Proposal information. This volume shall contain the following:

a. OCI Statement/ E3 Federal Solutions, LLC NDA (Tab A)
b. Contract Registration (Tab B)
c. Current Forward Pricing Rate Agreements or Recommendations (Tab C)
d. Management Systems (Adequate Cost Accounting and Approved Purchasing Systems) (Tab D)
e. Cost Accounting Standards (CAS) Disclosure Statement (D/S) (Tab E)
f. Solicitation, Offer and Award (SF33) (Tab F)
g. Section B – Supplies or Services and Prices/Costs (Tab G). Do not include cost/price for six-month extension period authorized by FAR clause 52.217-8.
h. Cost/Price Supporting Documentation (Tab H)
i. Subcontractor Supporting Documentation (Tab I)
j. Cost/Price Assumptions (Tab J)
k. Representation of Limited Rights Data and Restricted Computer Software (Tab K)
l. Pass/Fail Elements (Tab L)
m. Security Requirements for Unclassified Information Technology Resources Statement (Tab M)

L.5.1.1   ORGANIZATIONAL CONFLICT OF INTEREST (OCI) STATEMENT (TAB A)

The offeror and each subcontractor, consultant, teaming partner, and individuals involved in proposal development shall complete and sign an OCI Statement. All information pertaining to OCI is outlined in Section H.6.1.

If an offeror enters into an NDA with E3 Federal Solutions, LLC, the offeror may include the signed agreement in Tab A.

L.5.1.2 CONTRACT REGISTRATION (TAB B)

The offeror shall submit a statement that the contract vehicle under which this proposal is being submitted has been registered in ASSIST and that all information in ASSIST is up-to-date. ASSIST can be accessed by visiting the following webpage:

https://portal.fas.gsa.gov/assist-web/registration/contractor/search

L.5.1.3 CURRENT FORWARD PRICING RATE AGREEMENTS OR RECOMMENDATIONS (TAB C)

The offeror shall submit all forward pricing rate agreements including that of the prime contractor, any cost-type subcontractors, and/or proposed Joint Venture. Small businesses that do not have forward pricing rate agreements or recommendations shall provide the following:

    a. Historical information on each indirect cost rate's pool and the applicable base for the past five years and projections for the next five years.

    b. A cost narrative that describes the corporate approach to cost accounting, how indirect costs are applied to direct costs, and a description of its accounting system's ability to segregate costs appropriately.

L.5.1.4 MANAGEMENT SYSTEMS (ADEQUATE COST ACCOUNTING AND APPROVED PURCHASING SYSTEM) (TAB D)

    a. The offeror shall describe all applicable management systems (e.g., accounting, estimating, purchasing, Earned Value Management System (EVMS)).

    b. The offeror shall specifically include the date of the last DCAA/DCMA (or other designated responsible Government agency, if small business) cost accounting system and purchasing system audits, a copy of the results of the audits, audit report number, and date determined adequate. This shall include verification in a form acceptable to the Government of the currently determined adequate systems (e.g., copy of most recent Government purchasing system approval and Government Cost Accounting System adequacy letter).

    c. The offeror shall include the name, office, and phone number of its cognizant DCAA/Government audit agency and DCMA/Government Administrative Contracting Officers (ACO) who are responsible for any cost accounting and purchasing system reviews of the contractor.

L.5.1.5 RESERVED

L.5.1.6 SOLICITATION, OFFER, AND AWARD (SF 33) (TAB F)

When completed and signed by the offeror, Standard Form (SF) 33, "Solicitation, Offer, and Award," constitutes the offeror's acceptance of the terms and conditions of the proposed TO. Therefore, the form must be executed by representatives of the offeror authorized to commit the offeror to contractual obligations. The offeror shall sign the SF 33 in Block 17.

The authorized negotiator or the signatory of the SF 33 will be notified of the date and time of the Oral Technical Proposal Presentation. The offeror shall provide the name of the individual, the position title, telephone number, fax number, and email address of that individual.

L.5.1.7   SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS (TAB G)

The offeror shall indicate the cost/price to be charged for each item in Section B <u>rounded to the nearest whole dollar</u>. The offeror shall insert not-to-exceed indirect/material handling ceiling rates in accordance with Section B.5.1.

As a supplement to the summary information provided in Section B, the offeror shall provide full back-up documentation for the Labor CLINs for each period of performance and each task area using the provided Cost/Price Excel Workbook (Section J, Attachment R). The offeror shall complete all worksheets in the Cost/Price Excel Workbook in accordance with the instructions provided in the Cost/Price Excel Workbook. **The offeror shall not lock any cells and the offeror shall ensure all calculation formulas are included in order to effectively show the cost build up in the Cost/Price Excel Workbook.** The back-up documentation shall include a summary total for each element of cost (e.g., direct labor, overhead, General and Administrative (G&A), Facilities Capital Cost of Money (FCCM), fee, etc.).

L.5.1.8   COST/PRICE SUPPORTING DOCUMENTATION (TAB H)

The cost/price supporting documentation is required to enable the Government to perform cost or price analysis. The offeror shall provide the following cost/price supporting documentation:

a. Cost Narrative:

1. The offeror shall provide a detailed cost narrative, which explains the processes and methodologies used to develop its cost/price proposal. This includes, but is not limited to, the estimating methodology used by the offeror to estimate direct labor and subcontractor labor, explanation of the application of indirect rates, planning assumptions used in the development of the cost estimate, etc.
2. The offeror shall also include a crosswalk of its labor categories, basis of cost element, weightings, and explanations to those in the solicitation.
3. The offeror shall specifically indicate in its narrative any applicable Uncompensated Overtime Policy and how such policy affects the hourly direct labor rates and Full-Time Equivalent (FTE) hours being proposed during any TO year.

b. Indirect Rate Information:

1. The offeror shall break out all proposed indirect rates (Overhead, Fringe, General and Administrative, etc.) by CLIN, by each applicable TO period, and by task area.
2. The offeror shall clearly identify the cost base from which each proposed indirect rate is being applied.
3. Historical indirect rates (unburdened) shall be provided (Overhead, Fringe, General and Administrative, etc.) for the last three years inclusive of appropriate explanations for any major increases and decreases in the rates between years.

c. Direct Labor Rate Information:

1. The offeror shall provide the base direct labor rate (unburdened) for all proposed labor categories (Key and non-Key) and all projected rates (factoring in escalation) for all option years. The Key Personnel labor rates shall be supported by evidence of actual rates currently being paid and/or the basis for specific rates being proposed.

2. The offeror shall identify all direct labor escalation factors and basis for any escalation index being utilized for all option years.

d. Fee Review:

1. The offeror shall break out all proposed fees and clearly delineate the cost base in which the fee percentages are applied.

L.5.1.9 SUBCONTRACTOR SUPPORTING DOCUMENTATION (TAB I)

The offeror shall also provide supporting cost/price documentation for all proposed subcontractors, to include the total value of the proposed subcontract, the proposed type of subcontract, the rationale and/or justification for this type of subcontract type, and how fee will be determined and paid. Additionally, the offeror shall provide a narrative detailing the processes used to evaluate the subcontracts it is proposing, including cost and/or price analysis conducted as appropriate for each subcontract. In addition to the supporting cost back-up documentation, DCAA contact information and relevant cost/pricing data shall be provided for all cost type subcontractors. Failure to provide complete supporting documentation may result in no further consideration of the offeror's proposal. Subcontractors may submit proprietary data directly to the FEDSIM CO or through the prime contractor in a separate, sealed envelope. **The prime contractor shall specifically state whether the estimated costs of any proposed subcontractor will be in excess of $10M over the life of the TO for Government accomplished Equal Employment Opportunity (EEO) verification purposes.**

The prime offeror is responsible for ensuring that all cost type subcontractors include the same type of cost detail in the same format as required in Section L.5.2.3. All non-cost subcontractors shall provide the following information: the total value of the proposed subcontract, the proposed type of subcontract, the rationale and/or justification for this type of subcontract type. In addition for all non-cost subcontractors (with the exception of Firm-Fixed Price subcontracts) the Government requires supporting pricing documentation. This may include for example; the subcontractors Alliant Pricing, GSA Schedule Pricing, OASIS Pricing (all matched to appropriate Labor Categories). If the proposed subcontractor does not possess one of these established vehicles the subcontractor shall provide payroll/invoices and or Commercial Catalogs for labor rate verification.

L.5.1.10 COST/PRICE ASSUMPTIONS (TAB J)

The offeror must submit all (if any) assumptions upon which the Cost/Price Proposal is based.

L.5.1.11 REPRESENTATION OF LIMITED RIGHTS DATA AND RESTRICTED COMPUTER SOFTWARE (TAB K)

The offeror shall complete and provide the remainder of FAR 52.227-15(b), Representation of Limited Rights Data and Restricted Computer Software.

L.5.1.12 PASS/FAIL ELEMENTS (TAB L)

A failure on any single Pass/Fail criteria will make the proposal ineligible for award, with no further evaluation of the Technical and Cost/Price proposal accomplished by the Government. The offeror shall provide:

a. <u>Named Key Personnel</u>: Each proposed Key Person shall be named at the time of proposal Part II submission. The offeror shall provide a list of Key Personnel, including position title and name (Section H.1, Key Personnel, and additional Key Personnel positions, if any). This list shall be consistent with the information provided in the Section J, Attachment S, Project Staffing Plan Template and Section J, Attachment T, Key Personnel Qualification Matrix (KPQM) in the Written Technical Proposal. A proposal that states, "To Be Determined" (TBD) for a proposed Key Person, or omits a Key Person, will be rejected by the Government.

b. <u>Letters of Commitment</u>: The offeror shall provide a Letter of Commitment for each proposed Key Person, at the proposal Part II submission due date. To meet this Pass/Fail criterion, the letter shall be signed by the proposed Key Person and shall state that (1) the proposed Key Person named is employed by the offeror or subcontractor, or has an offer of employment from the offeror or subcontractor that the Key Person intends to accept in the event of an award being made to the offeror; and (2) the proposed Key Person is available and committed to begin work on the Project Start Date designated in Section L.3.

c. <u>Awardee of the Master Contract</u>: The offeror shall represent that it is an awardee of the master contract.

d. <u>Small Business Certifications:</u> The offeror shall submit all small business certifications.

L.5.1.13 SECURITY REQUIREMENTS FOR UNCLASSIFIED INFORMATION TECHNOLOGY RESOURCES STATEMENT (TAB M)

In accordance with the General Services Administration Acquisition Regulation (GSAR) provision 552.239-70, Information Technology Security Plan and Security Authorization, the offeror shall submit a statement on its approach for completing the IT Security Plan, security authorization, and other requirements in accordance with GSAR clause 552.239-71, Security Requirements for Unclassified Information Technology Resources.

L.6 SUBMISSION OF THE WRITTEN TECHNICAL PROPOSAL (PART II)

Each offeror shall submit all information described in the following paragraphs. The offeror shall provide one original printed version, four paper copies, and one electronic copy, containing all required sections of this Part. The Project Staffing Plan (Section J, Attachment S) shall only be provided as one original printed version and one electronic copy; additional hard copies shall not be provided.

Part II is the written Technical Proposal and shall contain the following (page limitations, if applicable, are indicated in the parentheses following each item):

a. Project Staffing Plan
b. Project Staffing Rationale (limited to ten pages)
c. Key Personnel Qualification Matrix (KPQM) (limited to three pages for each Key Person)
d. Draft Transition-In Plan (limited to 20 pages)
e. Technical Assumptions (if any)
f. Draft QMP (limited to ten pages)

g. Corporate Experience (limited to three pages per reference)
h. Service Level Agreements (SLAs) and Performance Metrics
i. Oral Technical Proposal Presentation Slides. If the slides are not submitted in advance of the Oral Technical Proposal Presentation, they will not be evaluated.

L.6.1 PROJECT STAFFING PLAN

The offeror shall provide a Project Staffing Plan in accordance with the Project Staffing Plan Template contained in Section J, Attachment S. The submission shall contain all proposed individuals that will be working on this effort. All Key Personnel proposed shall be identified in the Project Staffing Plan and available to begin work immediately on the Project Start Date indicated in Section L.3 of this solicitation.

All non-Key Personnel shall meet the requirements of the Alliant Small Business Contract. If the names of all non-Key Personnel are not known prior to offer submission, the offeror may indicate to be determined (TBD) in the Project Staffing Plan. The names of non-Key Personnel are the only identifiers that may remain unspecified in the Project Staffing Plan. The offeror shall supply all requested information for all proposed personnel regardless of whether a name or TBD is provided. The names of all non-Key Personnel that can be provided shall be provided. Information in the Project Staffing Plan provides a basis for the Government to determine the efficacy of the Project Staffing Plan in relation to the offeror's Technical Approach. If TBD is indicated for any non-Key Personnel, the offeror shall supply the offeror's proposed experience/certifications that would be needed to perform the proposed Technical Approach in that role. All qualification sections of the proposed Project Staffing Plan shall be completed uniquely for each person or TBD role provided.

The offeror shall include all proposed personnel in each performance period of the Project Staffing Plan, regardless of whether there are hours proposed for that person in that period to maintain consistency between each period of performance.

The offeror shall ensure there is consistency in the level of effort between the Project Staffing Plan provided in Part II and the Written Cost/Price Proposal provided in Part I, being cognizant of rounding issues.

L.6.1.1 PROJECT STAFFING RATIONALE

The offeror shall provide a Project Staffing Rationale for the proposed project staffing solution presented in the Project Staffing Plan. The offeror shall describe its rationale for the proposed labor mix and level of effort to support each TOR task. The offeror shall also describe what factors drove its proposed labor mix and how its proposed staffing solution will accomplish the Government's objectives and requirements.

L.6.2 KEY PERSONNEL QUALIFICATION MATRIX (KPQM)

The offeror shall submit a KPQM (Section J, Attachment T) for each Key Person proposed relating the specialized experience identified in Section H.1 of this solicitation and the qualifications of the person or persons being proposed for that position. For those additional Key Personnel proposed, the offeror shall identify the specialized experience and the corresponding qualifications for this experience. The offeror shall represent the following:

a. All Key Personnel meet the requirements of the Alliant Small Business Contract.

b. All Key Personnel meet the requirements of the TO, including security clearance requirements. The offeror shall provide a confirmation statement that all proposed personnel possess the security clearance level required in Section H.4 of the TOR. The offeror shall also indicate the required security clearance level in the Project Staffing Plan referenced in Section L.6.1 and Section J, Attachment S of the TOR. Security clearance levels shall also be supplied for those positions indicated as TBD.

L.6.3 DRAFT TRANSITION-IN PLAN

The offeror shall provide a Draft Transition-In Plan that aligns with the requirements in Section C.5.1.11. The offeror shall include in the Draft Transition-In Plan an approach that provides for a seamless transition from the incumbent to the new contractor (hereafter referred to as the offeror).

The Draft Transition-In Plan shall identify the roles and responsibilities of the offeror including proposed schedule(s) and milestones to ensure no disruption of service. The Draft Transition-In Plan shall also identify and discuss the roles and responsibilities of the incumbent contractor and information expected from the incumbent. The offeror shall also identify any actions the offeror assumes are the responsibility of the Government.

L.6.4 TECHNICAL ASSUMPTIONS

The offeror shall identify and address any assumptions affecting the technical proposal citing the component(s) of the proposal to which they pertain. All technical assumptions and Basis of Estimate assumptions shall be included in the technical volume. This shall include any non-Cost/Price information that serves as the basis of a Cost/Price assumption identified in the offeror's Written Cost/Price Proposal.

The Government reserves the right to reject any proposal that includes any assumption that adversely impacts the Government's requirements.

L.6.5 DRAFT QUALITY MANAGEMENT PLAN (QMP)

The offeror shall identify its approach to ensure quality control in meeting the requirements of each Task Area of the TO (i.e., not just the corporate generic quality control process). The offeror shall describe its quality control methodology and approach for determining and meeting performance measures identified.

The Draft QMP shall contain at a minimum the following:

a. Performance Monitoring Methods
b. Performance Measures
c. Approach to ensure that cost, performance, and schedule comply with task planning.
d. Methodology for continuous improvement of processes and procedures, including the identification of service metrics that can be tracked in the TO.
e. Government Roles
f. Contractor Roles

L.6.6 CORPORATE EXPERIENCE

The offeror shall provide Corporate Experience for three projects performed within the last five years by the business unit that will perform this effort. Two of the Corporate Experience references shall be the offeror's direct experience as the prime contractor; the remaining references may be as the prime or as a team member. These three projects must be similar in size, scope, and complexity to the requirements identified in Section C. The Corporate Experience information must be submitted in the format provided in Section J, Attachment U. The offeror shall ensure that all of the points of contact are aware that they may be contacted.

All three projects shall be contracts or orders for the performance of actual technical requirements. Master contract vehicles (e.g., Blanket Purchase Agreements, Indefinite Delivery/Indefinite Quantity contracts) do not satisfy the Corporate Experience requirement unless submitted together with a TO similar in size, scope, and complexity to this requirement and awarded and performed under the vehicle.

L.6.7 SERVICE LEVEL AGREEMENTS (SLAs) AND PERFORMANCE METRICS

The offeror shall provide SLAs (Section J, Attachment P) as appropriate to its proposal. In addition, the offeror shall provide performance metrics for each of the proposed SLAs.

L.6.8 ORAL TECHNICAL PROPOSAL PRESENTATION SLIDES

The offeror shall submit one original printed version, four paper copies, and one electronic copy of the Oral Technical Proposal Presentation slides in advance of the Oral Technical Proposal Presentation. The Oral Technical Proposal Presentation slides shall be separately bound from all other parts of the written proposal. If the slides are not submitted by the proposal due date specified in the Cover Letter, they will not be evaluated. The Oral Technical Proposal Presentation (Part III) requirements are described in Section L.7.

Unobtrusive company logos or names can be inserted in any or all slides. Slides should be sequentially numbered in the lower right corner. Transition effects shall not be used. Each slide shall reference in the top right corner, the Section/subsection number from Section C and the Section F deliverable that is being described/discussed on the slide, where applicable.

L.7 ORAL TECHNICAL PROPOSAL PRESENTATION (PART III)

Offerors that have not heard otherwise shall submit an Oral Technical Proposal Presentation to the FEDSIM CO, Contract Specialist (CS), the Technical Evaluation Board (TEB) Members, and other representatives of the Government. The Oral Technical Proposal Presentation will be held at the unclassified level.

The Oral Technical Proposal Presentation will be used to assess the offeror's capability to satisfy the requirements set forth in the TOR. The offeror's Oral Technical Proposal Presentation shall contain the information described in Section L.8.

Oral Technical Proposal Presentation slides presented that differ from slides delivered with the Written Technical Proposal Part II will not be evaluated.

While there will be an oral Q&A session (Section L.7.5) following the Oral Technical Proposal Presentation, the offeror shall present its initially submitted proposal in a manner that is clear and complete.

L.7.1 ORAL TECHNICAL PROPOSAL PRESENTATION SCHEDULING

The FEDSIM CO will provide the Oral Technical Proposal Presentation schedule to the authorized negotiator or the signatory of the SF 33. Each offeror's Oral Technical Proposal Presentation will be scheduled by the FEDSIM CO and/or FEDSIM CS after receipt of Part I and the FEDSIM CO determines that the offeror passed all of the Pass/Fail requirements.

Oral Technical Proposal Presentations will be given at facilities designated by the FEDSIM CO. The exact location, seating capacity, and any other relevant information will be provided when the presentations are scheduled. Time slots will be assigned randomly and may not be changed or traded. The Government reserves the right to reschedule any offeror's Oral Technical Proposal Presentation at its sole discretion.

L.7.2 ORAL TECHNICAL PROPOSAL PRESENTATION PARTICIPATION AND CONSTRAINTS

The offeror shall identify all authors of the Oral Technical Proposal Presentation by name and association both in the Oral Presentation Slides and at the start of the presentation. Attendance at the presentation and the subsequent oral Q&A session shall be limited to the offeror's Key Personnel (all Key Personnel are highly encouraged to attend) and no more than three additional corporate representatives of the offeror. An offeror's Key Personnel includes only those persons who will be assigned to the TO as Key Personnel as described in Section H.1.1. The three additional corporate representatives (e.g., CEOs, company presidents, or contract representatives) from the offeror may attend, but will not be allowed to participate in the oral presentation. Any of the three additional corporate representatives may make a brief introduction which will not be evaluated, but will count toward the offeror's allotted time. For the remainder of the Oral Technical Proposal Presentation, only Key Personnel shall present.

The offeror will be given 15 minutes for set up. After opening remarks by the Government, the offeror will be given up to 60 minutes to present. There is no limit to the number of slides that can be presented during the Oral Technical Proposal Presentation, but only those slides actually discussed and presented during the oral presentation will be considered for evaluation. Reading the slide title or other similar commentary is not considered presenting the slide. The presentation will be stopped precisely after 60 minutes.

L.7.3 ORAL TECHNICAL PROPOSAL PRESENTATION MEDIA

Presentation media is limited to computer-based graphics of the offeror's choice or normal viewgraph slides displayed using an appropriate projector. No other media may be used.

Except for the projection screen provided in the conference room, the Government will provide no equipment. The offeror shall be responsible for any equipment necessary for the presentation. The offeror is permitted to have a timer, computer, and projector in the room during the oral presentation, including the oral Q&A session.

L.7.4 PROHIBITION OF ELECTRONIC RECORDING OF THE ORAL TECHNICAL PROPOSAL PRESENTATION AND ORAL Q&A SESSION

The offeror may **not** record or transmit any of the Oral Technical Proposal Presentation process to include the oral Q&A session. All of the offeror's electronic recording devices shall be removed from the room during the oral presentation, caucusing, and Q&A session.

L.7.5 TECHNICAL PROPOSAL ORAL Q&A SESSION

The purpose of the oral Q&A session is to allow the Government to ask questions, as deemed necessary, that will serve to clarify to the Government, for evaluation purposes, the offeror's methodologies and approaches as proposed. It is the Government's intent to ask clarifying questions only to the extent deemed minimally necessary for the evaluators to sufficiently understand what is being proposed. The offeror shall be prepared to answer questions about the Oral Technical Proposal Presentation and the Written Technical Proposal in the oral Q&A session. The oral Q&A session will be held at the unclassified level.

L.7.6 TECHNICAL PROPOSAL ORAL Q&A SESSION FORMAT

Upon completion of the Oral Technical Proposal Presentation, the Government may caucus to formulate any clarification questions regarding the Written Technical Proposal and Oral Technical Proposal Presentation. Clarification questions, if any, may be posed by the FEDSIM CO or the TEB Chairperson. Although no stated time limit for the duration of the oral Q&A session will be imposed, for planning purposes, the clarification session is expected to last approximately one hour.

The offeror shall bring bound printed copies of its Technical Proposal Parts II and III to refer to throughout its oral Q&A session. The offeror shall not present any information to the Government other than answering the clarification questions posed. **Proposal revisions are not expected and will not be allowed.** The offeror may briefly caucus to coordinate responses to specific requests for clarification; these brief caucuses may not last longer than five minutes before presenting the coordinated response.

The entire session will be documented by the Government. Upon completion of the Q&A session, the Government may caucus to formulate any additional clarification questions regarding the technical proposal**.**

The total oral presentation, caucus, and clarification session are expected to last not more than three to four hours. The FEDSIM CO and the TEB Chairperson will be responsible for ensuring the schedule is met and that all offerors are given the same opportunity to present and answer clarification questions.

L.8 ORAL TECHNICAL PROPOSAL PRESENTATION TOPICS

Within the Oral Technical Proposal Presentation, the Government does not expect the offeror to provide a restatement of the information already submitted in writing in Part II. Instead, the offeror shall address this information under the topics provided. The Oral Technical Proposal Presentation shall include the following topics, and be organized in the following order:

    a. Topic 1: Technical and Management Approach
    b. Topic 2: Key Personnel and Project Staffing

L.8.1 TECHNICAL AND MANAGEMENT APPROACH (TOPIC 1)

The offeror shall identify and describe the methodology and analytical techniques to be used in fulfilling the technical requirements identified in the TOR. The offeror should tailor the technical approach to achieve the requirements as identified in Section C of the TOR. The offeror should tailor the technical and management approach to achieve the requirements and desired outcomes

as identified in the TOR. The offeror's proposal shall be relevant to this TOR and demonstrate and effective understanding of TOR requirements. The Technical and Management Approach shall describe the following:

a. Meeting the goals, objectives, conditions, and task requirements identified in Sections C, F, H, and J of the TOR. The methodology shall clearly identify the Technical Approach and how it will address the goals, objectives, conditions, and task requirements.

b. Transition Support (Section C.5.1.11 to include the draft Transition-In Plan (Section L.6.3.

c. ~~Risk management during the TO (to include transition) from a technical perspective, and the planned actions to mitigate or eliminate risks.~~

d. The offeror's approach for providing program management support, process management and control, organizational structure, project status and cost (to include planned versus actual expenditures) reporting, program metrics, and corrective actions.

e. The offeror's approach to risk management during the TO (to include transition) from both a technical and management perspective, and the planned actions to mitigate or eliminate risks.

f. The offeror's management methodology for handling lines of authority and communication, organizational structure, and problem resolution. Discuss how contractor personnel will be held accountable for performance.

g. The degree of effectiveness and efficiency of the offeror's methodology to reduce O&M costs over the life of the TO.

These elements are not sub-factors and will not be individually rated, but will be evaluated as a whole to arrive at the factor-level rating.

L.8.1.1 SERVICE LEVEL AGREEMENTS (SLAs) AND PERFORMANCE METRICS (SUBTOPIC 1)

The offeror shall discuss the following elements:

a. The offeror's proposed performance measures, metrics, and/or SLAs. Discuss why they were selected, the performance levels, and why it is important to measure the selected characteristic.

b. The offeror's process for determining main performance measurement for critical processes and how in total they represent a comprehensive measurement system to identify critical aspects of system and management performance. Illustrate how the team will provide the highest value for dollar spent to the Government.

c. The offeror's understanding of the link between identified performance metrics and achievement of the support objectives.

d. The offeror's approach to continuously improving performance including identification of new/revised performance metrics and the innovative employment and management of SLAs, as well as corrective actions for substandard performance.

L.8.1.2 QUALITY MANAGEMENT PLAN (QMP) (SUBTOPIC 2)

The offeror shall discuss how the following elements of this Subtopic improve and maintain quality, specifically, the offeror's:

a. Approach to planning, organizing, and managing of internal resources and subcontractors, to include lines of authority.
b. Rationale for tracking and reporting progress and costs and integrating the requirements of the TO.
c. Approach to ensure that cost, performance, and schedule comply with task planning.
d. Methodology for continuous improvement of processes and procedures used in this task.

L.8.2 KEY PERSONNEL AND PROJECT STAFFING (TOPIC 2)

The offeror shall discuss its project staffing approach, describing the project staffing strategy, rationale for the proposed labor mix, and the experience, skill, and qualifications of the proposed personnel. The offeror shall specifically address the following:

a. Rationale for choosing the Key Personnel. Describe how each Key Person would be involved in each task/subtask and how their qualifications and experience uniquely qualify them for the Key Personnel positions described in Section H.
b. The rationale for projected staffing and approach to how each task and subtask is staffed to include estimated hours and labor mix of the Key and non-Key Personnel, their expected work location, clearance level, and functional knowledge.
c. Rationale for proposed labor categories and level of effort for each TOR task.
d. The offeror's approach to providing staffing and skill sets for the level of expertise as it applies to Sections C, H, and J.
e. The offeror's project staffing approach for hiring, retaining, replacing, qualified and cleared personnel to support the technical approach throughout the life of the TO.

These elements are not sub-factors and will not be individually rated, but will be evaluated as a whole to arrive at the factor-level rating.

L.9 SUBMISSION OF QUESTIONS

Offerors are requested to submit questions grouped by solicitation Section and make reference to the particular Section/Subsection number. Questions must be received before the date specified on the Cover Letter for receipt of questions using the format in Section J, Attachment V. **Questions or requests for extension submitted after the cut-off date will not be considered.**

Any information given to a prospective offeror concerning this solicitation will be furnished promptly to other prospective offerors as an amendment to the solicitation.

L.10 DELIVERY INSTRUCTIONS

The offeror shall deliver written proposals to and receive acceptance from the address and individual identified in the Cover Letter. Proposals not received by 11:00 a.m. Eastern Time (ET) on the date stated in the Cover Letter will not be considered.

M.1   METHOD OF AWARD

The Government anticipates awarding a TO to the offeror whose proposal is the most advantageous to the Government, price and other factors considered. Technical proposals will be evaluated based on the factors described in Section M.7. A cost and price evaluation will only be done for offerors with a technical proposal receiving an overall technical rating of ACCEPTABLE or higher. All evaluation factors other than cost or price, when combined, are significantly more important than cost. Award may be made to other than the lowest priced technically acceptable proposal. The small business certifications (Section L.5.1.14) from each offeror will be considered as part of the Government's best value determination. This acquisition will have a strong preference for the specific Small Business concerns listed in FAR 19.203.

This acquisition is being conducted under FAR 16.5. Principles and procedures of Subpart 15.3 do not apply. Accordingly, the Government reserves the right to do any or all of the following:

a.   Award on initial proposals, without discussion.

b.   Ask clarifying questions during the question and answer period of the presentations if needed. Clarification questions may include asking the offeror to clarify statements made during oral presentations, if the contents of the oral presentations warrant clarification. Clarification questions may include asking the offeror to clarify its written technical proposals. As a result, the Government may have communications with some, but not all, offerors; these communications, however, will be clarifications and not discussions. In these situations, the Government will consider the offeror's clarifying response(s) without allowing proposal revisions.

c.   After an offeror has been selected for award based upon a best value determination, the Government may negotiate a final reduced price. The negotiations will include reductions in profit/fee with the offeror selected for award in order to achieve the absolute best value for the Government. The Government may make award based on initial offers received or the Government may make award after clarifications of some aspects of the proposal or discussions relative to price only.

d.   Have communications, ask clarifying questions, request corrections relative to minor errors in the cost/price proposal, or request cost/price substantiating documentation to facilitate the Government's final evaluation of cost proposals with one or some offerors. These communications, clarifications, or requests for corrections or substantiating documentation will not materially change the offeror's proposal in terms of conformance to TOR requirements, constitute discussions such as the removal of an unacceptable assumption, or materially change pricing.

Proposals shall set forth full, accurate, and complete information as required by this solicitation package (including Attachments). The penalty for making false statements in proposals is prescribed in 18 U.S.C. 1001.

M.2 PASS/FAIL ELEMENTS

The Government will evaluate the following pass/fail elements. **A failure on any single Pass/Fail criteria will make the proposal ineligible for award, with no further evaluation of the technical and cost proposal conducted by the Government.**

Pass/Fail Elements:

The following will be evaluated on a Pass/Fail basis:

    a. The Government will reject any proposal that does not provide a name for each Key Person proposed at the proposal submission due date. A proposal that states, "To Be Determined" or TBD for a proposed Key Person, or omits a Key Person, will be rejected by the Government (Section L.5.1.11a).

    b. The Government will reject any proposal that does not provide a Letter of Commitment, signed by each proposed Key Person at the proposal submission due date (Section L.5.1.11b).

    c. The Government will reject any proposal where the offeror is not an awardee of the master contract.

    d. The Government will reject any proposal that does not provide evidence of the required small business certifications.

M.3 COST/PRICE PROPOSAL EVALUATION

The offeror's cost proposal (Section L.5, Part I, Tabs A through M) will be evaluated to assess for cost realism and price reasonableness. Cost analysis will be performed on all prime contractors and major subcontractors with contract values over ten percent of the total contract value. The six-month extension period, authorized by FAR clause 52.217-8, will not be included in the total evaluated cost; however, it will be evaluated to ensure that the option is available for the unilateral exercise of the Government should an extension become necessary. The offeror shall not propose a price for the six-month extension. The CAF is not included in the price evaluation.

Costs that are excessively high or low (without sufficient justification) may be considered unrealistic and unreasonable and may receive no further consideration. Any proposal that is not within the total estimated CPAF cited in Section B and in Section L.3 shall include an explanation that specifically draws the Government's attention to any unique technical aspects of the proposal the offeror would like the Government to consider as the justification for the deviation from the range.

The Government will determine a prime contractor as non-responsible (and therefore ineligible for award) if the firm does not possess an adequate cost accounting system as determined by the cognizant Federal agency, applicable to the offeror's most current organizational structure, for properly allocating costs applicable to this cost-type contract at the time of the proposal Part I submission due date.

M.4 ORGANIZATIONAL CONFLICT OF INTEREST (OCI)

Tab A will be evaluated to assess whether or not an actual or potential OCI exists as defined by FAR Part 9.5. If an actual or potential OCI is identified that cannot be feasibly mitigated, avoided, or resolved in accordance with FAR Part 9.5, that offeror may be ineligible for award.

M.5   COST ASSUMPTIONS

The Government reserves the right to reject any proposal that includes any cost assumptions that may adversely impact satisfying the Government's requirements.

M.6   OVERTIME AND EXTENDED BILLING HOUR PRACTICES

The Government reserves the right to reject any proposal that includes overtime or extended hours billing practices that adversely impact or affect the Government's requirements.

M.7   TECHNICAL EVALUATION FACTORS

The Government will evaluate technical proposals (Section L.6, Part II and Section L.7, Part III) based on the following factors:

> Factor 1: Technical and Management Approach to include the written SLA and Performance Metrics (Section L.6.7), Draft Transition-In Plan (Section L.6.3), Draft Quality Management Plan (Section L.6.5), and the information presented under the Technical and Management Approach topic (Sections L.8.1, L.8.1.1, and L.8.1.2) as part of the offeror's oral technical presentation.

> Factor 2: Key Personnel and Project Staffing as shown on the written Project Staffing Plan Table/Key Personnel qualifications (Section H.1, Section L.6.1, and Section L.6.2), as well as the information in the Staffing Plan/Key Personnel qualifications oral technical proposal presentation topics (Section L.8.2).

> Factor 3: Corporate Experience as shown in the written Corporate Experience (Section L.6.6).

The technical proposal evaluation factors are listed in descending order of importance. The three technical factors combined are significantly more important than cost. The Government will combine the results of the written and oral submissions, including the Q&A responses, to arrive at a rating for the technical evaluation factors as a whole. The receipt of an evaluation rating of Not Acceptable in any single Factor will result in the overall proposal being determined Not Acceptable and therefore ineligible for award.

M.7.1   FACTOR 1: TECHNICAL AND MANAGEMENT APPROACH

The Government will evaluate the Technical and Management Approach factor based on the clarity, efficiency, effectiveness, and comprehensiveness of the approach and the degree to which the proposal meets the requirements of the TOR from both a technical and management perspective, for each of the topic elements identified in Sections L.8.1, L.8.1.1, and L.8.1.2 and includes innovative and efficient methodologies.

The offeror's SLAs and performance metrics will be evaluated based on the degree to which they completely and comprehensively quantify, measure, track, and report operational performance relating to both systems and management performance, as well as the degree to which they achieve the agency's objectives/requirements. The SLAs and performance metrics will also be evaluated to assess the degree to which they comply with Section L.6.7 and reflect:

    a.   A level of service with respect to each performance area.
    b.   A link of incentives and measures to the requirements of the TO.

The QMP will be evaluated to assess the completeness, relevancy and efficiency as it relates to the PWS as identified in Section L.6.5 and reflects the offeror's plan to monitor and perform quality control during the entire TO period.

These elements are not subfactors and will not be individually rated, but will be evaluated as a whole to arrive at the factor-level rating.

a. The relevancy and comprehensiveness of the offeror's proposed Technical Approach.
b. A clear and comprehensive understanding of the missions and the operational and technical environments of GSA IT
c. A comprehensive, effective, and efficient approach/methodology for meeting, integrating, and accomplishing the objectives, conditions, and requirements of each task area that encompasses all of the subtask requirements of the TOR.
d. The degree of effectiveness and feasibility of the offeror's Transition Support to include the Draft Transition-In Plan.
e. The degree of relevance, comprehensiveness, and efficiency of the offeror's risk management methodology during the TO (to include transition) from a technical perspective.
f. The relevancy and effectiveness of the offeror's methodology to ensure portfolio modernization during the TO.
g. The degree of effectiveness and efficiency of the offeror's methodology to reduce O&M costs over the life of the TO.

M.7.2 FACTOR 2: KEY PERSONNEL AND PROJECT STAFFING

The Project Staffing Plan will be evaluated to assess the degree to which it complies with the requirements outlined in Section L.6.1, Section L.6.2, and Section L.8.2, including the estimated hours and labor mix for Key Personnel and the experience, skills, and qualifications of the personnel proposed.

The KPQM will be evaluated to assess the appropriateness and completeness of the experience, skills, and qualifications of the proposed Key Personnel identified in Section H.1. Key Personnel will also be evaluated to assess the applicability of experience as it relates to Section H.1.

The following elements are not sub-factors and will not be individually rated, but will be evaluated as a whole to arrive at the factor-level rating:

a. The degree of relevance, comprehensiveness, and effectiveness of the stated qualifications, experience, skills, and roles of each of the named Key Personnel to meet the requirements of the TOR and support the offeror's technical and management approaches.
b. The degree of relevance, comprehensiveness, and effectiveness of the proposed qualifications and roles of the non-Key Personnel to meet the requirements of the TOR and support the offeror's technical and management approaches.
c. A comprehensive, relevant, feasible, and practical staffing methodology including the skills, experience, and qualifications of the proposed labor categories/labor mix and level of effort for each TOR task area.

    d. A relevant, comprehensive, efficient, and feasible methodology for hiring, retaining, and replacing appropriately qualified personnel throughout the life of this TO.

M.7.3 FACTOR 3: CORPORATE EXPERIENCE

The Corporate Experience factor will be evaluated based on an overall (i.e., taken as a whole) consideration of the following (these elements are not sub-factors and will not be individually rated, but will be evaluated as a whole to arrive at the factor-level rating):

    a. Corporate experience reflects/identifies experience on projects that are similar in size, scope, and complexity to the requirements contained in Section C of the TOR.

    b. Corporate experience reflects current experience and the offeror's roles and responsibilities are similar in size, scope, and complexity to the requirements contained in Section C of the TOR.

    c. Corporate experience reflects the offeror's approach to client support to include quality assurance, risk management, and maintaining effective lines of communication.

Two of the three corporate experiences shall be the offeror's direct experience as a prime contractor. The Government will evaluate Corporate Experience provided from both the prime contractor and any subcontractors equally.

M.8 TECHNICAL ASSUMPTIONS

Offeror assumptions will be reviewed in the context of the technical factor to which they apply. The Government reserves the right to reject any proposal that includes any assumption that may adversely impact satisfying the Government's requirements.